Evidence Sync User Guide

For use with:

X2, **X26**, **X26P**, **TASER 7**, **TASER 7 CQ**, and **TASER 10** devices

Axon Body 2, **Axon Body**, **Axon Flex 2**, **Axon Flex**, and **Axon Fleet** cameras

TASER CAM HD recorder

IMPORTANT SAFETY INSTRUCTIONS

Read all warnings and instructions. Save these instructions.

The most up-to-date warnings and instructions are available at the www.axon.com.

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, AXON, Axon, Axon Body, Axon Body 2, Axon Dock, Axon Evidence, Axon Flex, Axon Flex 2, Axon Fleet, Evidence Sync, Smart Cartridge, X2, X26, X26P, TASER, TASER 7, TASER 7 CQ, and TASER 10 are trademarks of Axon Enterprise, Inc., some of which are registered in the US and other countries. For more information, visit www.axon.com/legal.

Product functions and specifications may change without notice and the actual product may vary from the illustrations in this manual.

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Chapter 1: Introduction

Evidence Sync software enables you to transfer device event records and video from:

- TASER: X2, X26, X26P, 7, 7 CQ, or 10
- TASER CAM HD recorder
- Cameras: Axon Body 2, Axon Body, Axon Flex 2, or Axon Flex camera to a computer or Axon Evidence

The software also enables you to adjust settings on these TASER and Axon devices. Evidence Sync is available only for use with Microsoft Windows-based computers. Depending on your role in your agency, you might only have permission to work with TASER devices and not Axon cameras.

This manual is intended for Evidence Sync end users. For additional information on installing and configuring Evidence Sync for an organization, visit Axon Academy

A brief look at Evidence Sync

Figure 1 and Figure 2 show two typical Evidence Sync screens. Figure 1 is an Evidence Sync screen on a computer connected to a TASER X2 equipped with a TASER CAM HD recorder. The X2 is the selected device, meaning its information is displayed on the screen. The TASER device's firing records are available, with information such as the discharge duration, cartridge bay activity, temperature, and TASER device battery percentage. When a TASER device is connected to the computer, the device's data will be uploaded automatically into the Evidence Sync application from the device. The time stamp is created by the device uses Coordinated Universal Time (UTC), but Evidence Sync converts it to your computer's local time.

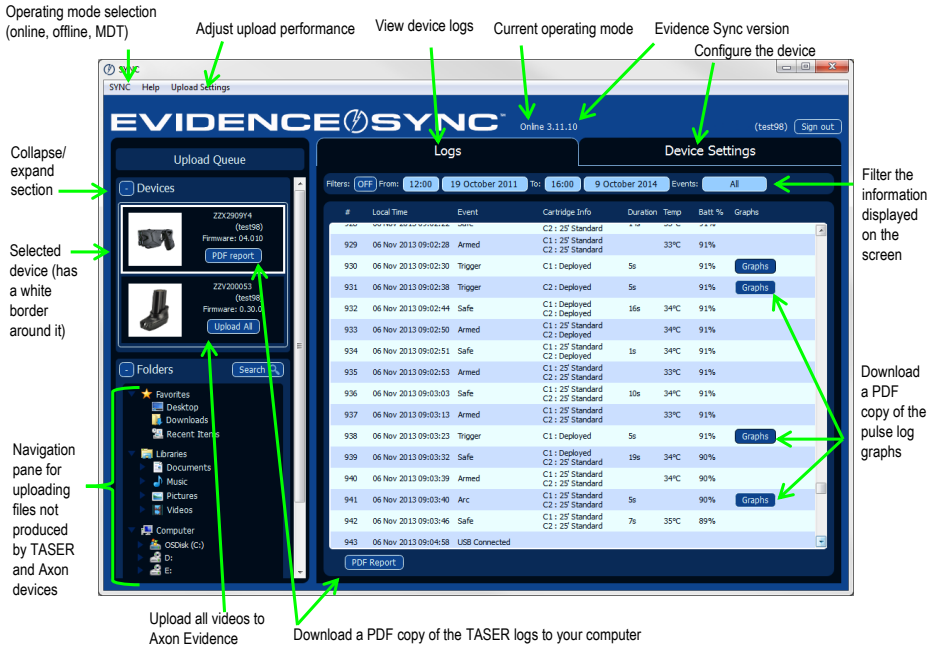

Operating mode selection (online, offline, MDT)
Adjust upload performance
View device logs
Current operating mode
Evidence Sync version
Configure the device
Collapse/ expand section
Selected device (has a white border around it)
Navigation pane for uploading files not produced by TASER and Axon devices
Filter the information displayed on the screen
Download a PDF copy of the pulse log graphs
Upload all videos to Axon Evidence
Download a PDF copy of the TASER logs to your computer
EVIDENCE SYNC
Upload Queue
Devices
Folders
Logs
Device Settings
PDF Report

Figure 1 Device Details with an X2 and a TASER CAM HD Recorder (Online Mode)

In Figure 2, the same X2 device and recorder are connected to the computer, but the recorder is the selected device and its details are displayed.

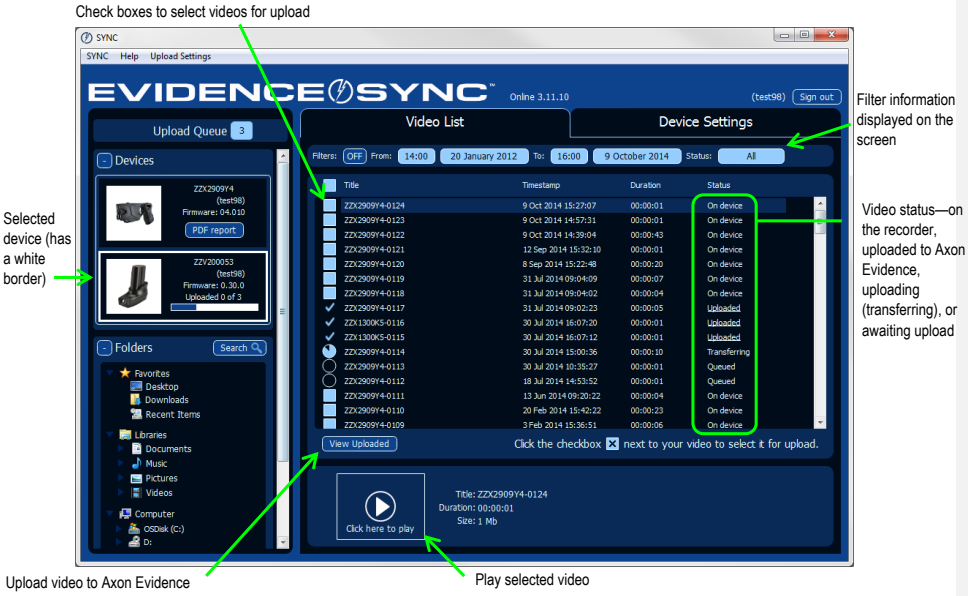

Check boxes to select videos for upload
Filter information displayed on the screen
Selected device (has a white border)
Video status—on the recorder, uploaded to Axon Evidence, uploading (transferring), or awaiting upload
Upload video to Axon Evidence
Play selected video
EVIDENCE SYNC
Video List
Device Settings
Upload Queue
Devices
Folders
View Uploaded
Click the checkbox next to your video to select it for upload.
Click here to play

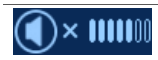
Figure 2 Recorder Details with a TASER CAM HD Recorder and X2 device (Online Mode)

Figure 3 shows an Axon Flex camera connected to the computer. Some of the same buttons appear in this screen, but the list of files is displayed differently. TASER CAM videos are displayed in table view, while Evidence Sync defaults to gallery view with Axon camera videos.

Figure 3

Screen appearance and options will vary depending on the type of TASER or Axon device that is connected to Evidence Sync. These differences are explained in this manual.

Buttons

Button	Description
PDF report	Download a copy of the TASER device event logs in PDF format.
Upload All	Upload all videos stored on a device.
Graphs	Download a graph of the X2 or X26P pulse logs in PDF format.
Upload Selected	Upload the selected videos to Axon Evidence
Cancel Upload	Select a video that is being uploaded and then select this button to cancel an upload to Axon Evidence
Clear Completed	Remove uploaded videos from the screen.
Table	Toggle button to display videos in table format.
Gallery	Toggle button to display videos in gallery format.
View Uploaded	Watch video that has been uploaded to Axon Evidence.
Upload Queue	View the progress of videos uploading to Axon Evidence.
	Change the title, add case identification, or add case classifications to the selected video.
	Accept edits or changes.
	Cancel edits or changes.
	Close a view.
Sign out	Log out of online mode.
Bulk Edit ID	Change the ID assigned to all videos displayed in the video list.
Bulk Edit Categories	Assign categories to all videos displayed in the video list.
Bulk Edit Assignee	Assign someone to all videos displayed in the video list.
	Play video.
	Return to the previous screen.
	Upload the video to Axon Evidence.
	Select to adjust the video playback volume settings. You will be able to increase or reduce the volume, or turn the sound off.
	Change the sound settings (by selecting the vertical bars on the right or selecting the X to mute the video).

Button	Description
	Video sound muted (turned off).
	Assign categories to your videos in MDT mode.

Terms and concepts

Download

Transferring data from a TASER or Axon device to your computer using the Evidence Sync software.

Event (TASER device)

A change in a TASER device that is displayed in Evidence Sync. Evidence Sync records X26 trigger events (when you pressed the trigger and discharged the TASER device) and Sync events (when you connected the TASER device to Evidence Sync).

Evidence Sync records more events for the X2 and X26P TASER devices: trigger pull, USB connected, firmware update, Safe/Armed (when the safety switch's position is changed), time sync (the TASER device is synchronized to the time displayed on your computer), and Power Magazine Change (the battery pack is replaced). The X2 TASER device also displays ARC switch occurrences and duration, operating mode configuration, and cartridge information.

Commented [EM1]: @Josh Brande Mention T7/10 here?

Commented [JB2R1]: Yes. T7/T10 record more than changes. They record facts from the perspective of the weapon in the form of information detected or actions taken. 2.

Filter

To apply limitations to the information displayed on an Evidence Sync screen. This feature enables you to quickly find records of a specific type, or records that occurred within a range of time.

Firmware

Computer programming that is embedded in the hardware. Evidence Sync can be used to update the firmware in TASER and Axon devices.

Muted

A state in which a TASER CAM HD recorder or Axon camera has its microphone turned off. The device will record video but not sound when it is muted. This feature was designed for jurisdictions in which audio recording is prohibited. The ability to turn microphones off can be restricted to certain user roles.

Operating mode

Evidence Sync is available in three different operating modes to fit your situation: online, offline, and MDT. See *Evidence Sync operating modes* for more information.

Upload

Transferring data from a TASER or Axon device to Axon Evidence using the Evidence Sync software.

Evidence Sync operating modes

Evidence Sync operates in one of three modes: online, offline, and MDT.

Online

In the online mode, the Evidence Sync software uploads data from your TASER or Axon device to your Axon Evidence (Axon Evidence or Axon Evidence Lite[1] account). TASER device firing

[1] Axon Evidence Lite does not work with Axon video.

records are automatically uploaded to Axon Evidence, but you must tell Evidence Sync to upload TASER CAM HD and Axon videos[2] to Axon Evidence.

Offline

In the offline mode, the Evidence Sync software downloads data from your TASER device or recorder to your computer. If your organization does not use Axon Evidence, you will always use Evidence Sync in the offline mode.

MDT

Mobile data terminal, a computer used in a police car. An MDT may also be called a mobile data computer (MDC) or mobile computer terminal (MCT). Evidence Sync has an operating mode for use with an MDT, called MDT mode.

	Online	Offline	MDT
View TASER device event logs	●	●	●
View TASER device pulse graph	●		
Upload to Axon Evidence	●		
Download video to PC		●	
Playback video	●	●	●
Add case ID and categories to TASER CAM HD video	●		
Modify title of Axon video	●	●	●
Add case ID and categories to Axon video	●		●
Change device settings	●	●	●
Filter records	●	●	●

[2] If the Axon Flex camera or Body camera are docked in an ETM or Axon Dock, the video will be automatically uploaded to the Axon Evidence website.

Chapter 2: Installing Evidence Sync

System requirements

Evidence Sync has been validated on the following Microsoft Windows versions:

Windows 10 Pro x64, Windows 8.1 x64, Windows 8 x64, Windows 7 Entertainment x64, Windows 7 Pro x64, and Windows XP 32-bit with SP3

Evidence Sync might operate with other Windows versions, but has not been validated.

Installation

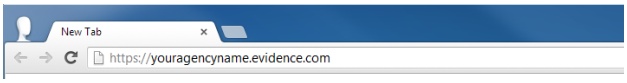
Do NOT connect a TASER or Axon device to your computer at this time.

1. Obtain a copy of the latest version of the Evidence Sync installation file.
   - If you have an Axon Evidence account – sign into your account and go to the Help tab and select **Download Sync** to download the latest version of Evidence Sync.
   - If you don't have an Axon Evidence account – go to https://www.axon.com/info/sync-registration and fill out the request form. You should receive a confirmation e-mail in 24–48 hours. Follow the instructions in the email to download the latest version of Evidence Sync.
2. Double-click the Evidence Sync installation file and follow the instructions to select the default language, accept the license agreement, and select additional tasks.
3. When the installation is complete, you can launch and sign into Evidence Sync.

Tips when signing in

When asked to enter your agency to sign in, use the Axon Evidence sub-domain as the agency name. When you go to Axon Evidence for your agency, you can see the sub-domain in your web browser's address bar.

Example: If the Axon Evidence URL for your agency is `https://youragencyname.evidence.com`, your sub-domain is **youragencyname**.



Your Evidence Sync User name and Password are the same as your Axon Evidence Username and Password.

If you forgot your User name or Password, select the **Forgot Password** link on the sign in page. A browser window opens and asks for your email address, what information you've forgotten, and to enter a security code.

Axon Evidence sends an email to your address with a temporary password. Use the temporary password to sign into Axon Evidence, reset your password, and then return to Evidence Sync to sign in.

Chapter 3: Evidence Sync settings

Auto-update

When started, Evidence Sync automatically installs available software updates. This process updates only the Evidence Sync software and does not update the firmware in any TASER or Axon devices attached to the computer. Automatic updates occur only if you do not have the most current version of Evidence Sync.

- In online mode, the automatic update occurs after you sign in.
- In offline mode, it occurs when Evidence Sync has an active Internet connection.
- In all modes, you are able cancel the update.

You can turn the automatic updates off by following these steps

1. Start Evidence Sync.
   - Double-click the **SYNC** desktop icon - OR -
   - Select Start > All Programs > SYNC > SYNC.
2. Select **SYNC**, select **Auto-Update**, and then select **Off** (Figure 4).

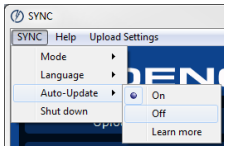


Figure 4

Select **Learn more** to see further explanation of how the feature works and set Auto-Update on or off (Figure 5).

SYNC
SYNC
Help
Upload Settings
EVIDENCE SYNC
Online 3.11.10
(test98)
Sign out
Auto-Update
When Auto-Update is On, EVIDENCE SYNC will immediately begin upgrading to the most recent version released by TASER International. In Online Mode this will occur after the user logs in. In Offline Mode or MDT Mode it will occur when the application is opened and has an active internet connection. In all modes the upgrade will only happen when the current software is not the most recent, and the user will be able to cancel the upgrade.
When Auto-Update is Off, the user will be told that their version of EVIDENCE SYNC is not the most recent version, and will be asked whether they would like to Upgrade, or Continue without upgrading.
Auto-Update:
On
Off

Figure 5

When the automatic updates are turned off, Sync will still search for updates, and prompt you to install them when they are available (Figure 6). This upgrade also requires an internet connection.

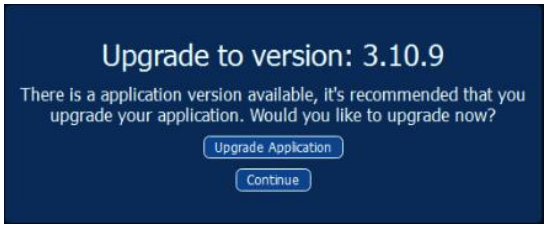

Upgrade to version: 3.10.9
There is a application version available, it's recommended that you upgrade your application. Would you like to upgrade now?
Upgrade Application
Continue

Figure 6

Changing the Destination folder for downloaded files

Evidence Sync has a default folder for saving downloaded TASER CAM and Axon videos, and TASER device logs as PDFs. If you prefer to put the files in a different location, follow these steps.

1. Start Evidence Sync.
2. Select **SYNC**, select **Mode**, and then select **Offline**.

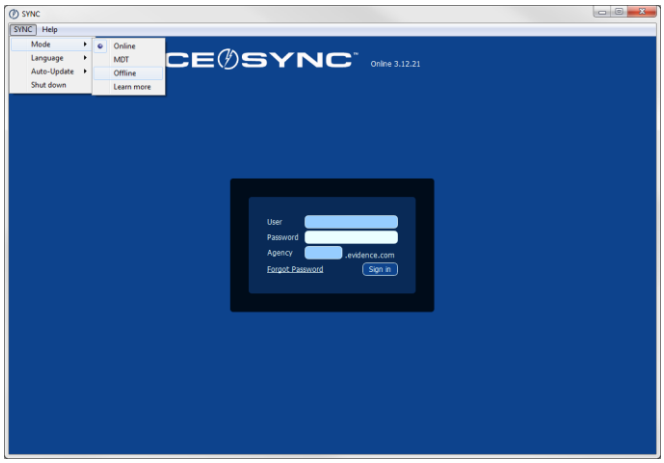


Figure 7

3. Select **SYNC**, select **Data Folder**, and then select **Change**.

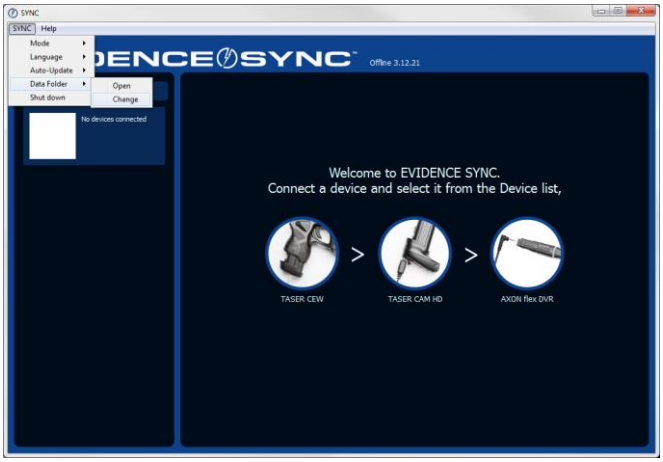


Figure 8

4. Select the **Libraries** folder and navigate to where you want to put the videos.

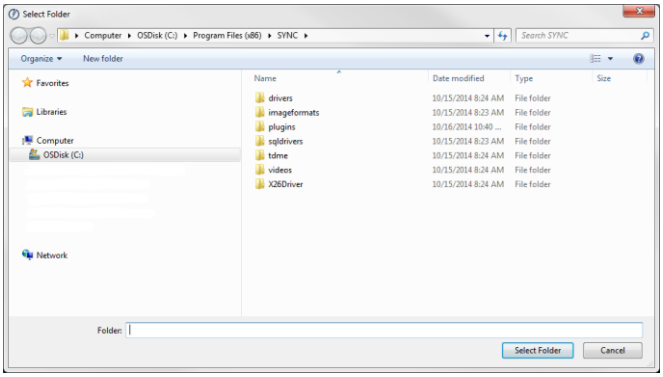


Figure 9

5. After navigating to the new location, choose **Select Folder**.

Scheduling automatic uploads

The Auto-Upload feature allows you to upload files and evidence from your local directory to your Axon Evidence account without having to manually do so at your computer. For this to work, your computer must have an active Internet connection.

These uploads will occur even if you are signed out of Evidence Sync, and even if you are logged out of your Windows account.

1. Start Evidence Sync.
2. Select **SYNC**, select **Mode**, and then select **Online**.
3. Enter your agency information and select **Next**. Then enter your User and Password information and select **Sign in**.

4. In the navigation pane, navigate to the folder containing the files you want to upload. The file path may be **Computer** > **OSDisk (C:)** > **Program Files (x86)** > **SYNC** > **Videos** (Figure 10).
5. Select Schedule Auto-Uploads.

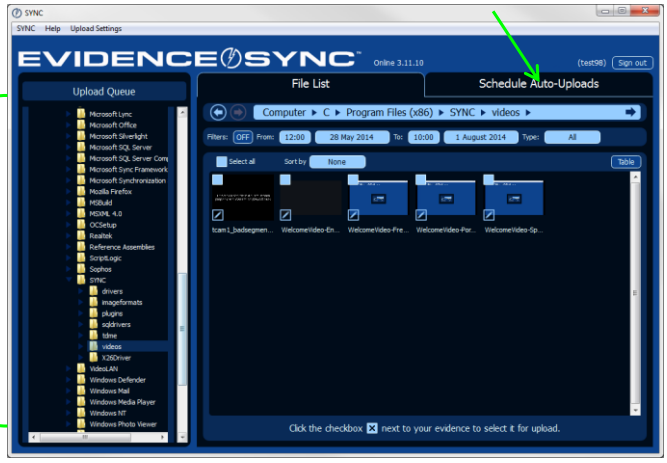


Figure 10

6. Schedule your uploads.

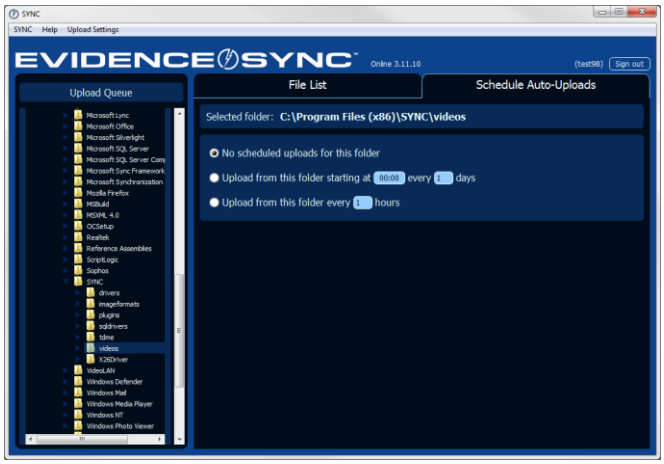


Figure 11

Configure upload bandwidth

1. Start Evidence Sync.
2. Select **SYNC**, select **Mode**, and then select **Online**.
3. Enter your agency information and select **Next**. Then enter your User and Password information and select **Sign in**.
4. Select Upload Settings and select Throttle Bandwidth.

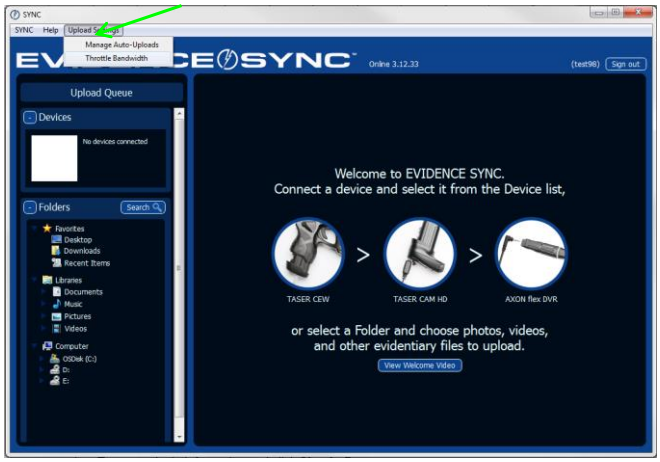


Figure 12

5. Configure your system's bandwidth, as appropriate (Figure 13).

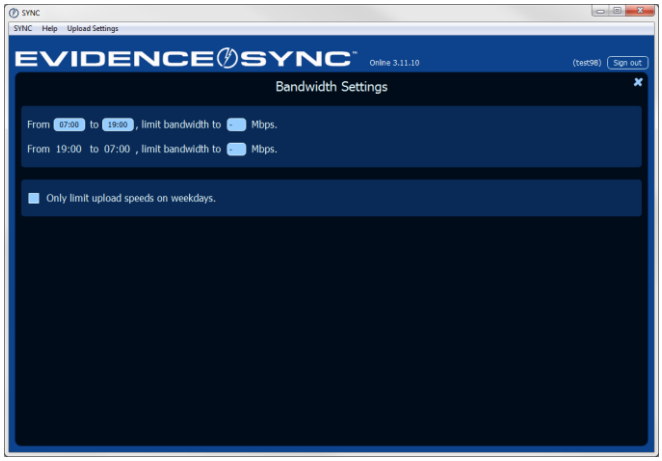

SYNC
SYNC Help Upload Settings
Online 3.11.10
(test98) Sign out
Bandwidth Settings
From 07:00 to 19:00 , limit bandwidth to Mbps.
From 19:00 to 07:00 , limit bandwidth to Mbps.
Only limit upload speeds on weekdays.

Figure 13

Chapter 4: Connect TASER and Axon devices to a computer

Connect TASER X2, X26 and X26P devices

The TASER X2, X26, and X26P TASER devices are connected to a computer with a dataport plug that is inserted into the device in place of the battery pack. The other end of the dataport cable fits the USB port of the computer. There is one dataport plug designed for the X26 TASER device and another dataport plug design that works with both the X2 and X26P TASER devices.

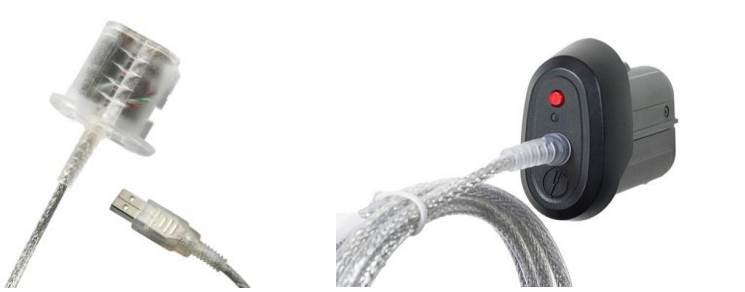


Figure 14 X26 (left) and X2/X26P Dataport Cables

Connect TASER CAM HD recorders

The TASER CAM HD recorders are connected to a computer with a USB cable. Different cables are used for the two different recorders. The TASER CAM HD cable has a shorter plug at the end.

When inserting the power cable, it is important that the gold tabs face forward toward the camera lens.

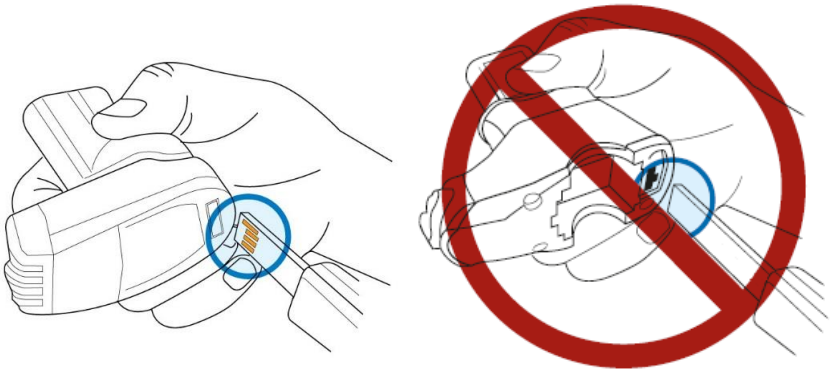


Figure 15 TASER CAM HD Recorder

Connect TASER 7, 7 CQ, or 10 battery

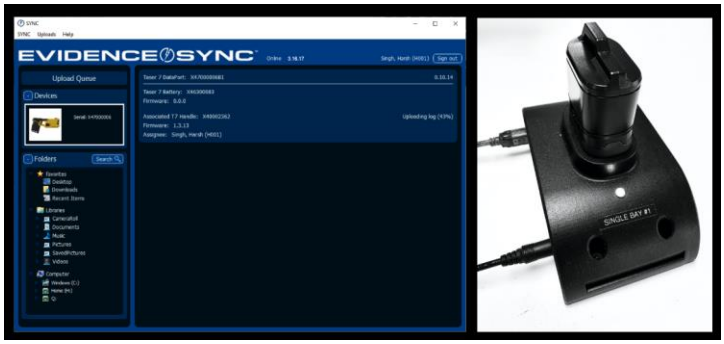
Connect TASER 7, 7 CQ, and 10 batteries to a computer through a TASER dock. Connect the dock to the USB port of a computer.

TASER device logs can only be viewed in Axon Evidence. Evidence Sync does not support viewing device logs.

1. Connect the TASER dock to your computer with an Ethernet cable and to a power supply.

2. Remove the non-rechargeable battery from the TASER device.
3. Place the non-rechargeable battery in the dock.
4. Start Evidence Sync and sign into your agency.

   Evidence Sync recognizes that a non-rechargeable battery is connected and begins uploading the device logs. It also downloads the latest firmware, if needed, and checks to see if there are any changes to the agency-wide TASER settings in Axon Evidence.



Evidence Sync showing a connected TASER battery (left) and a TASER 1-bay dock (right)

5. When Evidence Sync has completed uploading the logs, remove the battery from the dock.
6. Sign out of Evidence Sync.

Connect Axon cameras

Depending on your role in your agency, you might not have permission to work with Axon cameras.

The Axon Flex, Axon Body, and Axon Body 2 cameras use a 2.5 mm to USB cable to connect to a computer.

DO NOT plug an Axon Flex controller into a computer for registration or downloading. Use the following figures to familiarize yourself with the differences between an Axon Flex controller and Axon Body and Axon Body 2 cameras.

Figure 16 Axon Flex camera and controller

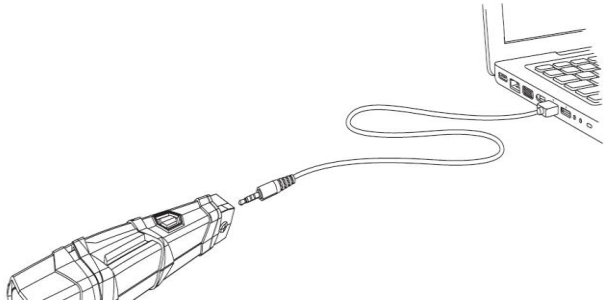


Figure 17 Axon Flex camera, 2.5 mm to USB Cable, and Laptop Computer

Figure 18 Axon Body and Axon Body 2 Cameras

Chapter 5: Use Evidence Sync with TASER CAM HD recorders

View records

The illustrations in this chapter show an X26P TASER device with a TASER CAM HD recorder, but the procedures will be the same if you are using an X2 TASER device with your recorder.

You can perform these procedures without the recorder installed in a TASER device. Because video/audio records are stored in the TASER CAM HD recorder and firing record data are stored in the TASER device, you may prefer to keep the recorder installed in its TASER device so you can transfer both devices' information at the same time.

Online mode

Preview TASER CAM HD videos

You can preview videos before uploading them.

1. Confirm that the device's safety is down (SAFE).

   DO NOT shift the TASER device's safety switch to up (ARMED) while the TASER CAM recorder is connected to the computer.

2. Remove the cartridges from the device.
3. Connect the recorder to your computer with the USB cable.

   The LED status indicator on the TASER CAM HD recorder will flash green, then red.

   If you are using a TASER CAM recorder with an X26 TASER device, a "U" displays on the CID when the TASER CAM recorder is plugged into a computer. While the recorder is plugged into the computer, the CID will display the battery percentage, followed by a letter U, and then a blank screen.

4. Start Evidence Sync.
5. Select **SYNC**, select **Mode**, and then select **Online**. (Figure 19).

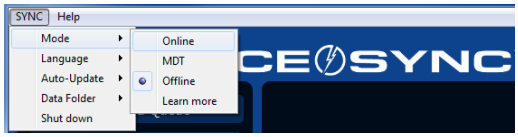


Figure 19

6. Enter your agency information and select **Next**. Then enter your User and Password information and select **Sign in** (Figure 20).

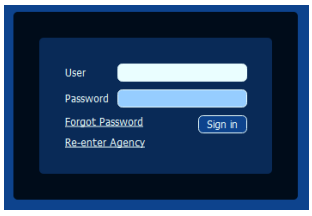


Figure 20

7. Select the recorder.

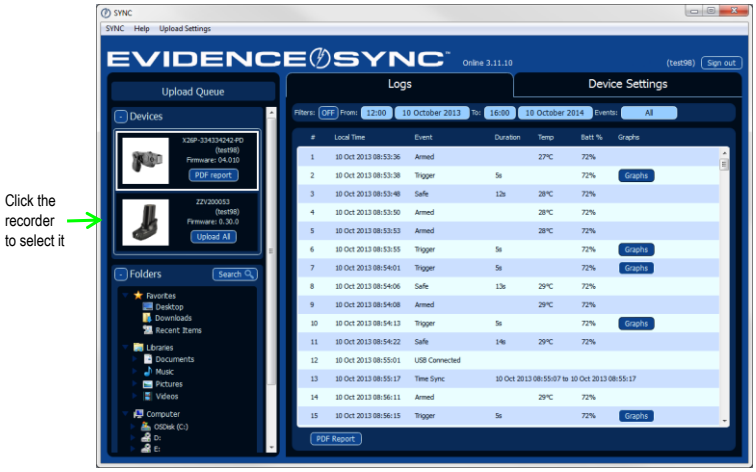


Figure 21

8. Select the title of the video you want to view.
9. Select Click here to play.

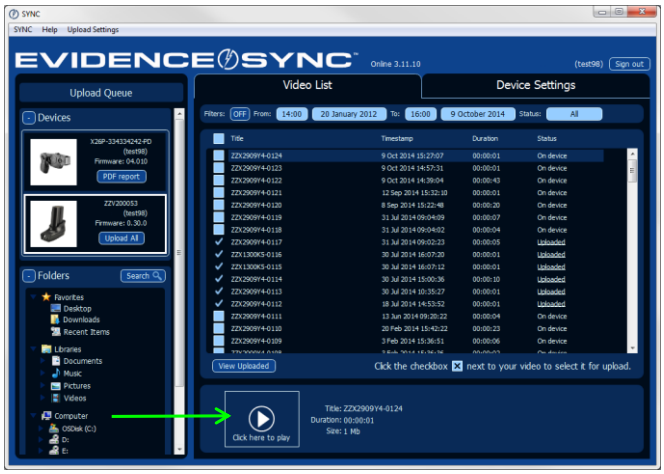


Figure 22

10. Select **Play** and watch the video.

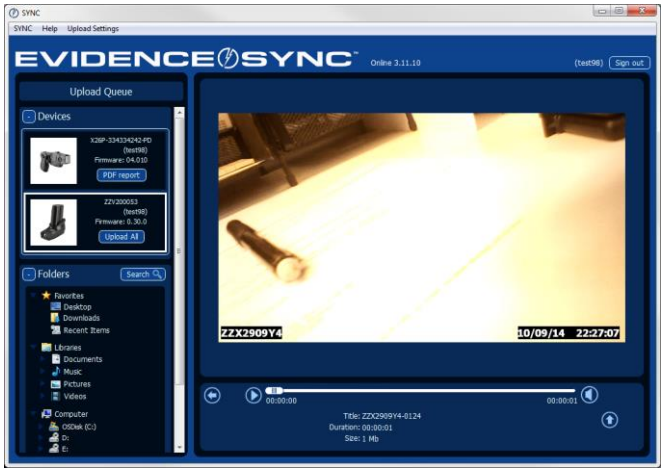


Figure 23

You can upload the video to Axon Evidence by selecting **Upload** and going to step 11. For further instructions on uploading videos, see *Upload TASER CAM records to Axon Evidence and add categories to videos*.

11. Keep the recorder connected to the computer during the upload process.
12. After the uploads are completed, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.

Upload TASER CAM records to Axon Evidence and add categories to videos

1. Perform steps 1–7 of *Preview TASER CAM HD videos*.
2. Select the check boxes to select the videos you want to upload (Figure 24).

3. Select **Next**.

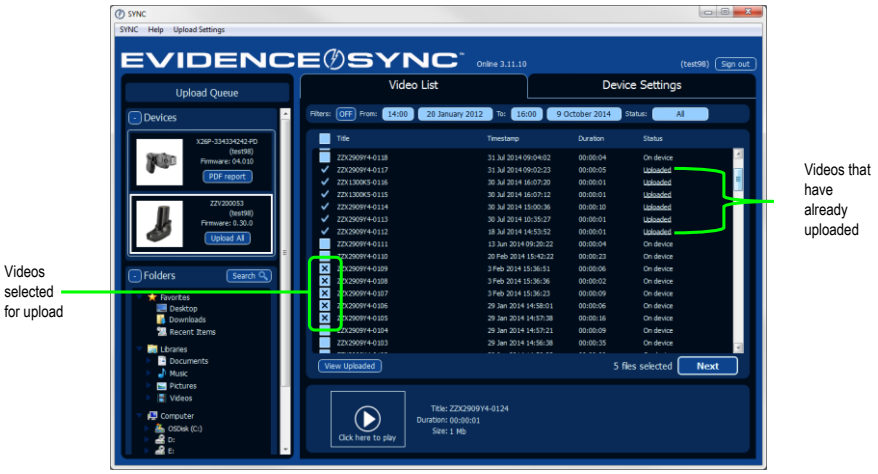


Figure 24

- If you want to update the categories, go to step 4.
- If you want to upload the files, go to step 5.

4. Add the categories.

   You have several options for categorizing TASER CAM videos (Figure 25).

   - Replace the system-generated title with a new one.
   - Apply an appropriate ID for a video by typing it in the **Edit ID** box. If appropriate, you can add the same ID to all videos on this screen by selecting **Bulk Edit ID** first.
   - Add your agency's case categories for a field by selecting **Edit Categories** and selecting the appropriate categories from the drop-down menu.
   - Your ID should appear in the Assignee boxes. If you need to change the person assigned to the videos, enter the appropriate ID in the boxes. If the same person will be assigned to all videos, select the **Bulk Edit Assignee** box.

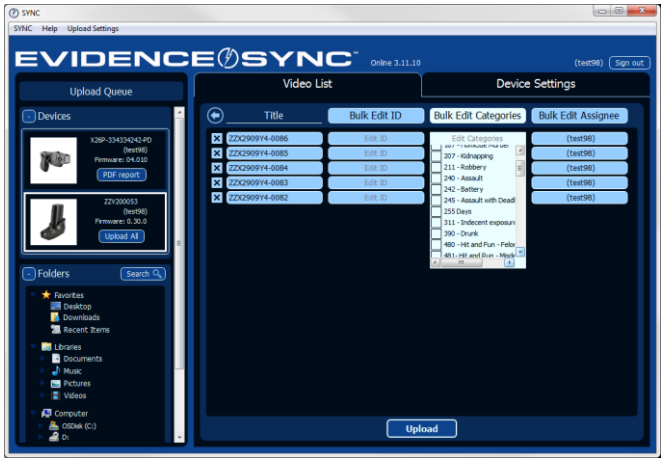


Figure 25

5. Select **Upload** (Figure 26).

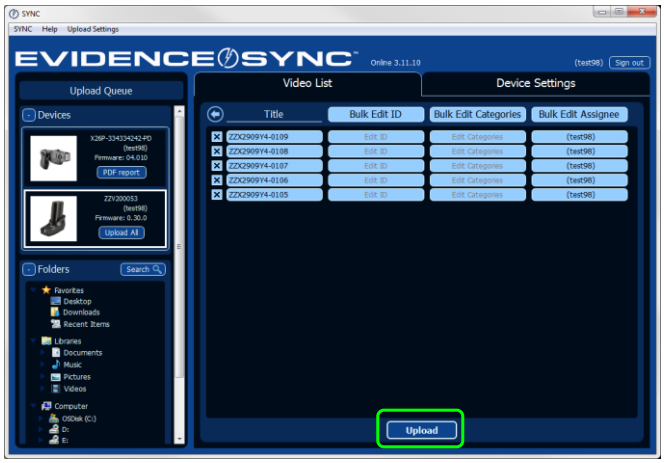


Figure 26

6. Wait for the videos to upload. Keep the recorder connected to the computer during the upload process.

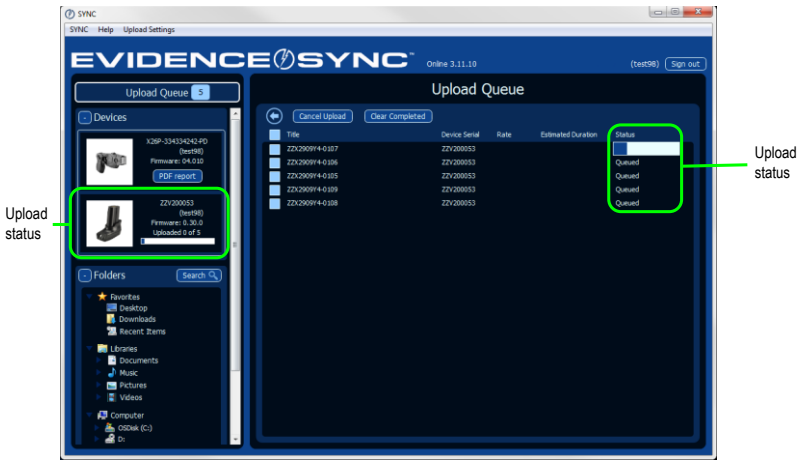


Figure 27

7. If you want to remove uploaded videos from the queue, select **Clear Completed**. Videos will remain stored on the recorder (until overwritten by new footage) whether they are uploaded or not.

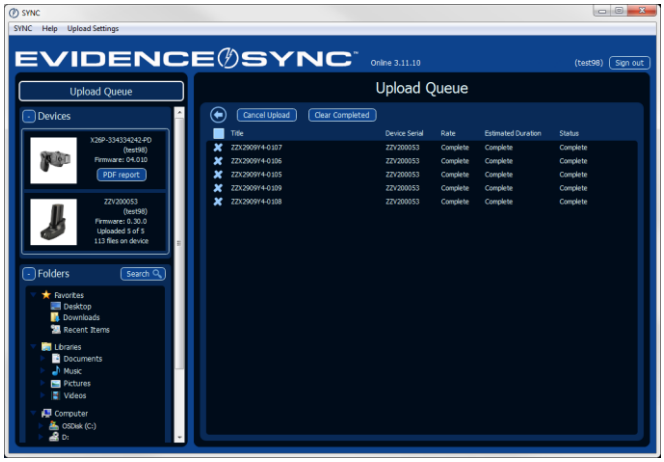


Figure 28

8. After the uploads are completed, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.

View uploaded TASER CAM videos

You can view your uploaded videos by accessing the Axon Evidence website. You also can access uploaded videos through Evidence Sync. This procedure describes how to view uploaded videos through Evidence Sync.

1. Perform the Upload TASER CAM records to Axon Evidence and add categories to videos procedure.
2. Select the title of a previously uploaded video you want to view (Figure 29). You can tell whether a video has been uploaded or not by reading the **Status** column.
3. Select View Uploaded or View on Evidence.com.

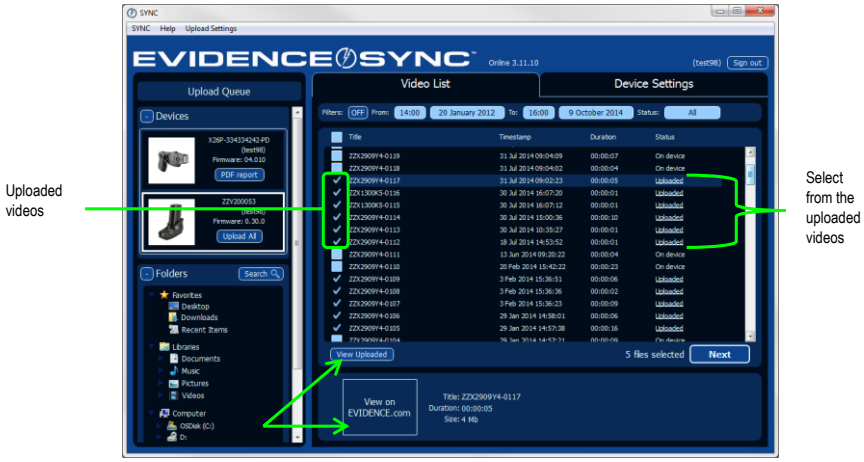


Figure 29

4. In the browser window that opens, enter your Axon Evidence credentials and select **Sign In**.

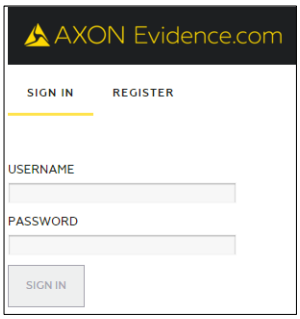


Figure 30

You now can view your video on Axon Evidence.

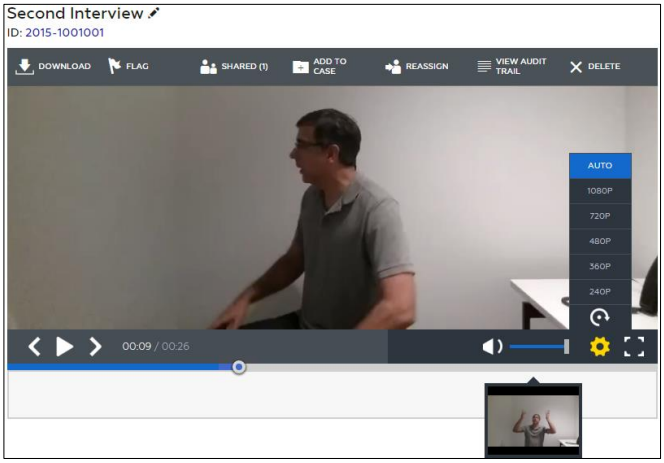


Figure 31

Offline mode

Preview TASER CAM videos

You can preview videos before downloading them.

1. Confirm that the device's safety is down (SAFE).

   DO NOT shift the TASER device's safety switch to up (ARMED) while the TASER CAM recorder is connected to the computer.

2. Remove the cartridges from the device.
3. Connect the recorder to your computer with the USB cable.
4. Start Evidence Sync.
5. Select **SYNC**, select **Mode**, and then select **Offline**.

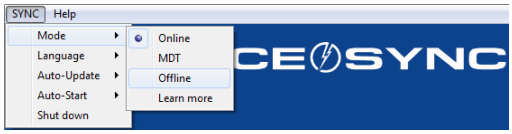


Figure 32

6. Select the TASER CAM recorder so it is selected.

Figure 33

7. Select the title of a video you want to watch.

Figure 34

8. Select **Click here to play**.

9. Select **Play**.

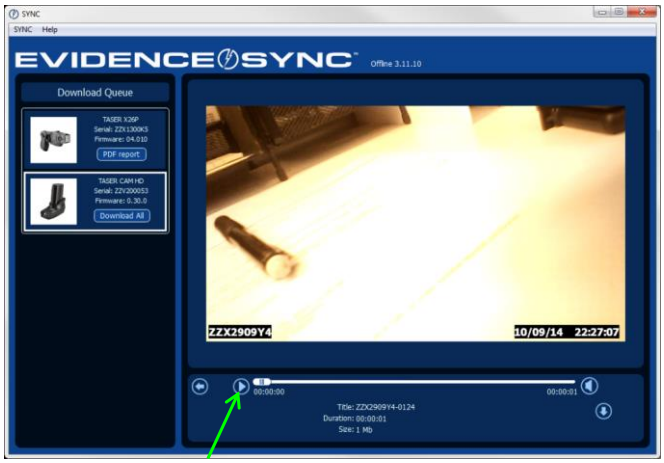


Figure 35

10. Keep the recorder connected to the computer during the playback process. After you are done, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.

Download TASER CAM videos

1. Perform steps 1–6 of *Preview TASER CAM videos*.
2. Select the check boxes next to the videos you want to download. Videos will remain stored on the recorder (until overwritten by new footage) whether they are downloaded or not. When a TASER device is connected, its data will download automatically.

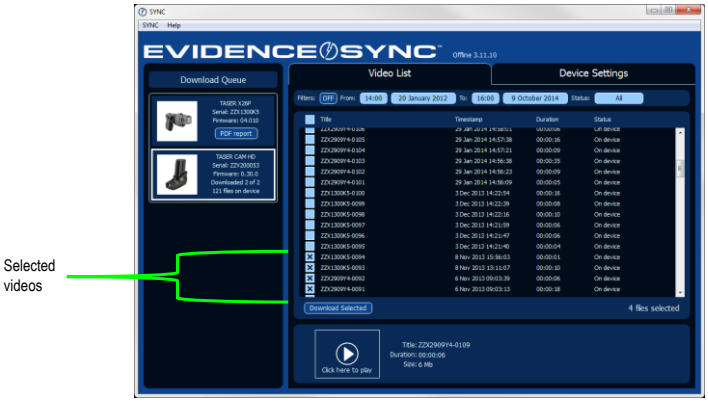


Figure 36

3. Select **Download Selected**. The screen displays the status of the downloads as they occur.

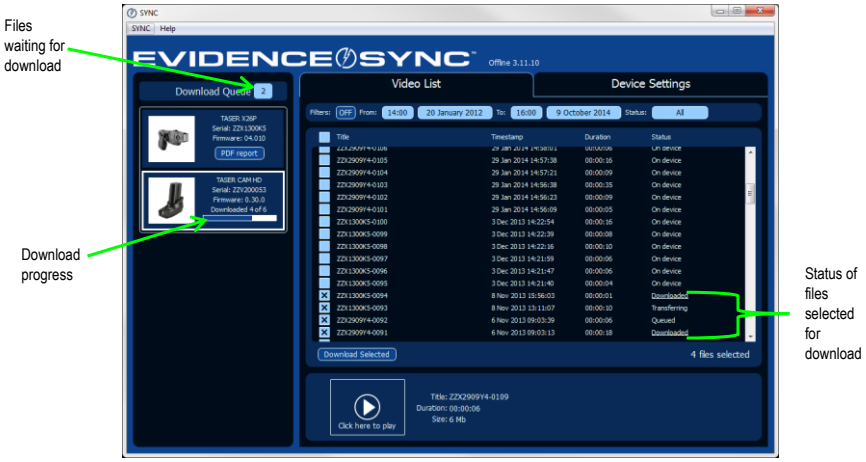


Figure 37

When download is complete, the **Status** column updates.

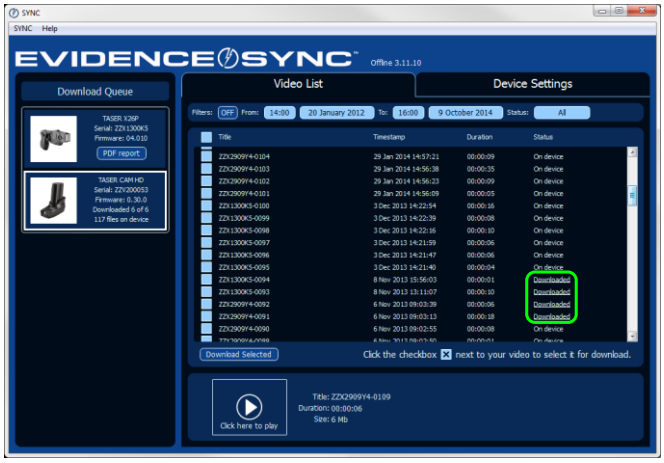


Figure 38

4. Keep the recorder connected to the computer during the download process.
5. After the downloads are completed, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.

View downloaded videos

Follow these steps for viewing videos that have already been downloaded. It is not necessary to have a recorder connected to the computer to perform this procedure.

1. Start Evidence Sync.
2. Select **SYNC**, select **Mode**, and then select **Offline**.

3. Select **SYNC**, select **Data Folder**, and then select **Open**.

Figure 39

4. Double-click the video file you want to watch.

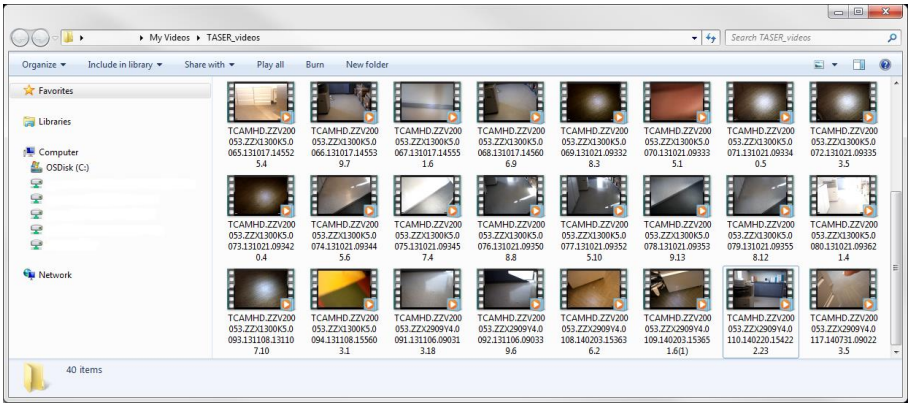


Figure 40

View videos in MDT mode

If you connect your recorder to an MDT, follow these steps. MDT mode is similar to offline mode, but in MDT mode you cannot download video.

1. Confirm that the device's safety is down (SAFE). DO NOT shift the TASER device's safety switch to up (ARMED) while the TASER CAM recorder is connected to the computer.
2. Remove the cartridges from the device.
3. Connect the recorder to your computer with the USB cable. The LED status indicator on the TASER CAM HD recorder will flash green, then red.

   If you are using a TASER CAM recorder with an X26 TASER device, a "U" is displayed on the CID when the TASER CAM recorder is plugged into a computer. While the recorder is plugged into the computer, the CID will display the battery percentage, followed by a letter U, and then a blank screen.
4. Start Evidence Sync.
5. Select **SYNC**, select **Mode**, and select **MDT**.

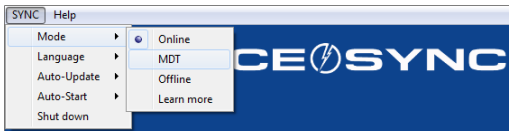


Figure 41

6. Select the recorder so it is selected.

7. Select the title of the video you want to watch (Figure 42).
8. Select **Click here to play**.

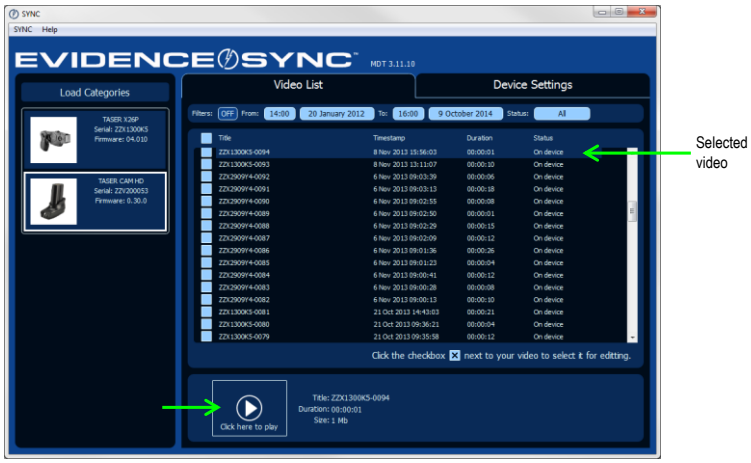


Figure 42

9. Keep the recorder connected to the computer while you watch the videos.
10. After you have finished watching videos, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.

Chapter 6: Use Evidence Sync with Axon cameras

Depending on your role in your agency, you might not have permission to work with Axon cameras.

This chapter shows an Axon Flex camera used with Evidence Sync, but the procedures are the same with an Axon Body camera.

Online mode

Preview Axon videos

1. Connect the camera to your computer with the USB cable.
2. Start Evidence Sync.
3. Select **SYNC**, select **Mode**, and then select **Online**.
4. Enter your agency information and select **Next**. Then enter your User and Password information and select **Sign in**.

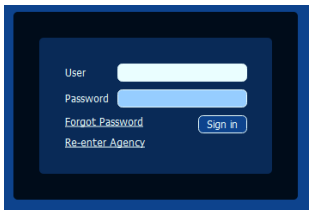


Figure 43

5. Double-click the video you want to watch.

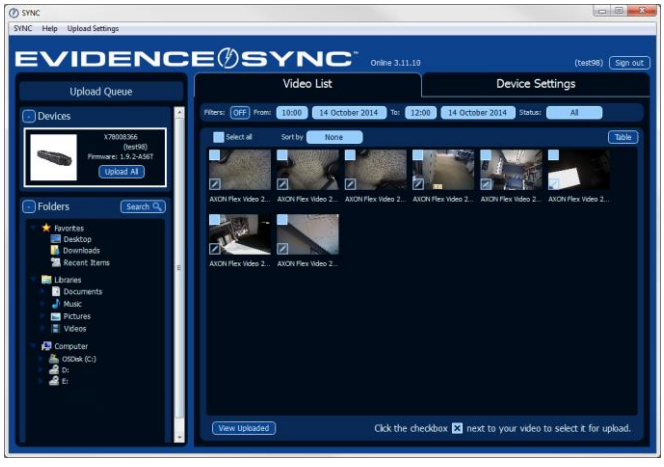


Figure 44

6. Select **Play** and watch the video.

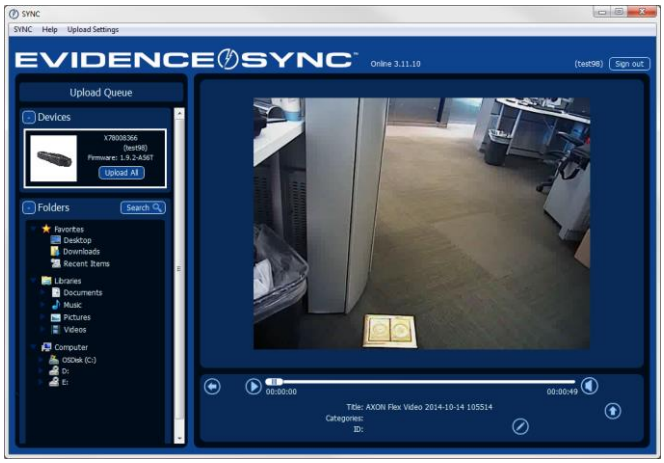
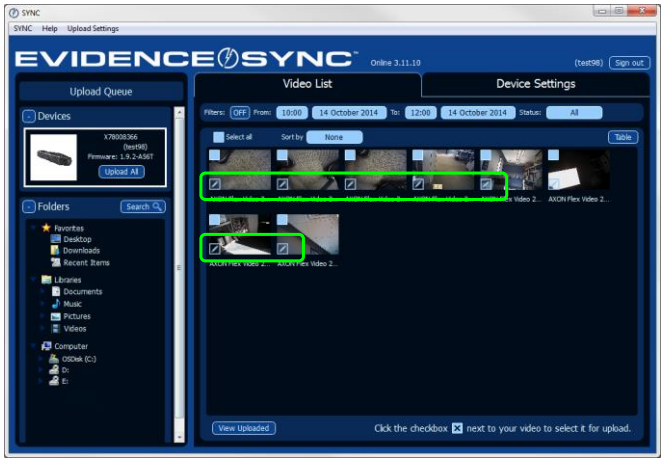


Figure 45

Add categories to records

This procedure explains how to add information to a record, one record at a time. If you need to bulk update a record (add information to multiple records at once), read *Upload records to Axon Evidence*.

1. Perform steps 1–2 of *Preview Axon videos*.
2. Select **Edit** on the video you want to update.



Edit buttons

Figure 46

3. Add the categories.

   You have several options for categorizing Axon videos (Figure 47).

   - Replace the system-generated title with a new one.

- Apply an appropriate ID for a video by typing it in the **Edit ID** box.
- Add your agency's case categories for a field by selecting **Edit Categories** and selecting the appropriate categories from the drop-down menu.
- Your ID should appear in the Assignee box. If you need to change the person assigned to the videos, enter the appropriate ID in the boxes.

4. Select **Save**.

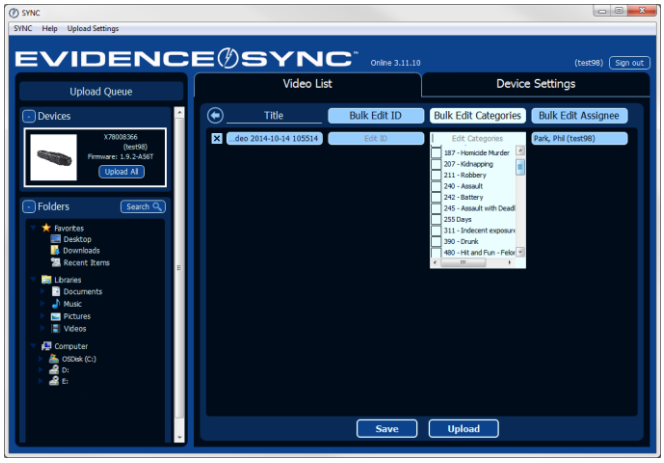


Figure 47

Upload records to Axon Evidence

When this procedure is complete, videos uploaded to Axon Evidence will be automatically removed from your Axon camera.

1. Perform steps 1–2 of *Preview Axon videos*.
2. Select the check box next to the video(s) you want to upload.

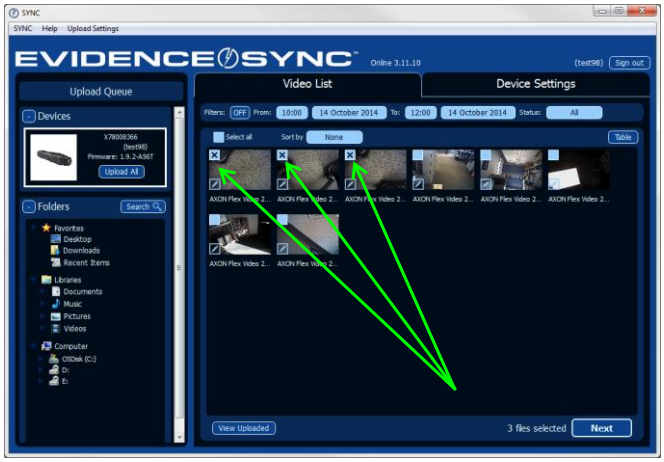


Figure 48

3. Select **Next**. To update the files in bulk, you have several options (Figure 49).
   - Replace the system-generated title with a new one.
   - Apply an appropriate ID for a video by typing it in the **Edit ID** box. If appropriate, you can add the same ID to all videos on this screen by selecting **Bulk Edit ID** first.
   - Add your agency's case categories for a field by selecting **Edit Categories** and selecting the appropriate categories from the drop-down menu.
   - Your ID should appear in the Assignee boxes. If you need to change the person assigned to the videos, enter the appropriate ID in the boxes. If the same person will be assigned to all videos, select the **Bulk Edit Assignee** box first.

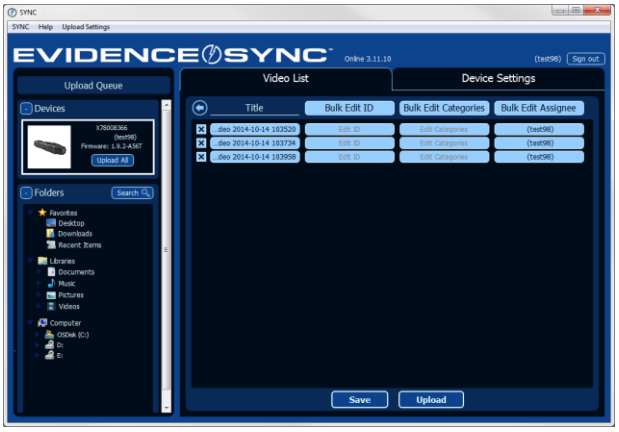


Figure 49

4. Select **Upload**. The screen will show progress as the system processes and completes the upload.

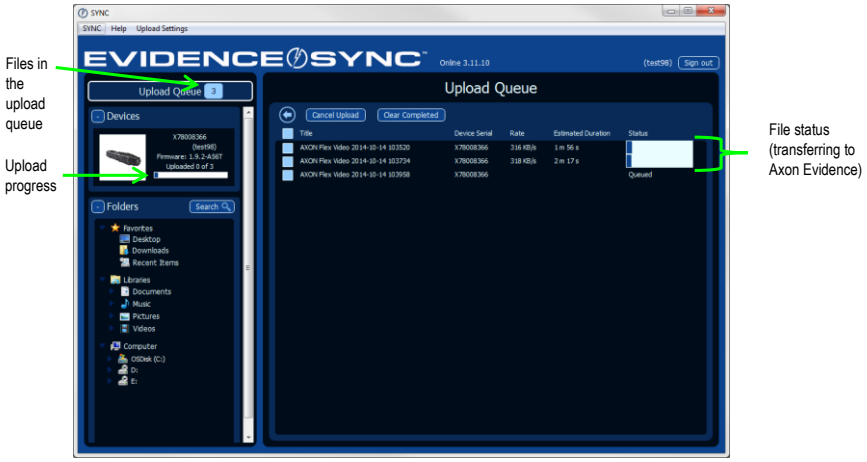


Figure 50

Offline mode

Preview Axon videos

1. Connect the camera to your computer with the USB cable.
2. Start Evidence Sync.
3. Select **SYNC**, select **Mode**, and then select **Offline**.

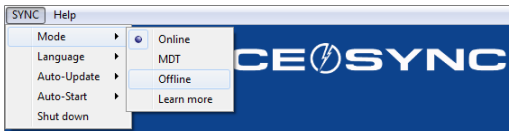


Figure 51

4. Select the title of the video you want to watch and select **Click here to play**.

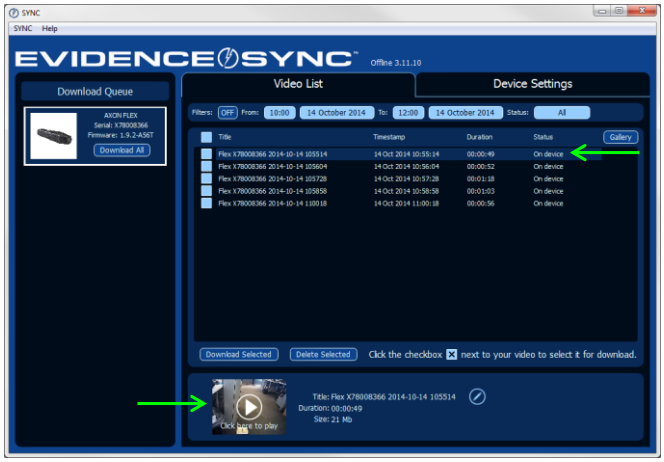


Figure 52

5. Select **Play** .

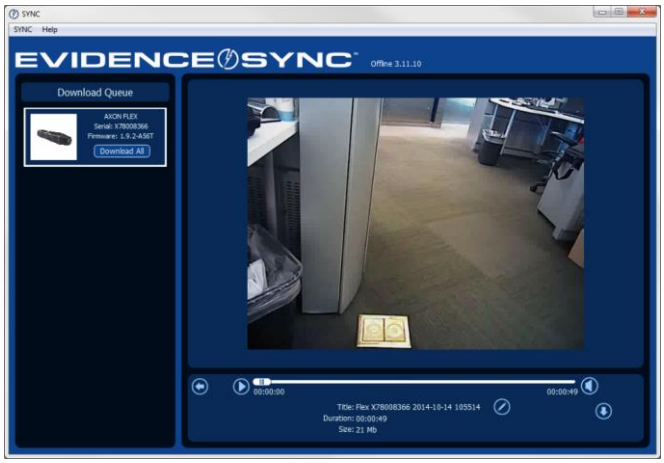


Figure 53

Edit the title of a file

The offline mode offers fewer options than online mode for adding notes to video. In offline mode you can modify the title, but not the case ID. Also, you cannot add categories in offline mode.

1. Perform steps 1–2 of *Preview Axon videos*.
2. Select the title of the video you want to modify (Figure 54) and then **Edit** .

Figure 54

3. Update the **Title** and select **Accept** (or **Cancel**).

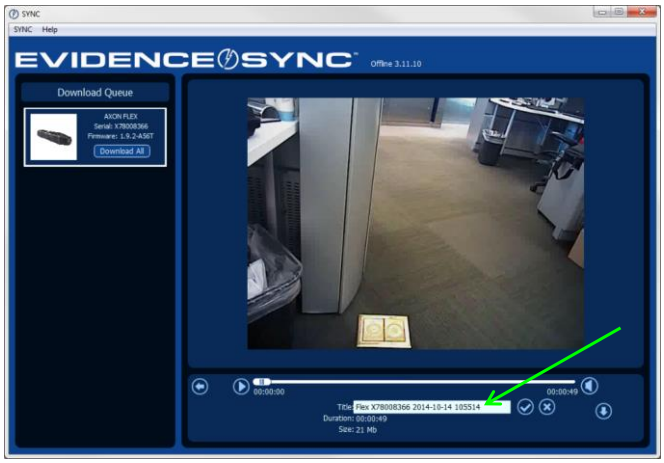


Figure 55

Download Axon videos

1. Perform steps 1–2 *Preview Axon videos*.
2. Select the check box(es) next to the video(s) you want to download.

Figure 56

3. Select **Download Selected**.

Figure 57

View downloaded videos

1. Perform steps 1–2 of *Preview Axon videos*. In the **Status** column, downloaded videos are described as **Downloaded**.

Figure 58

2. Select the title of the video you want to watch and then **Click here to play**.

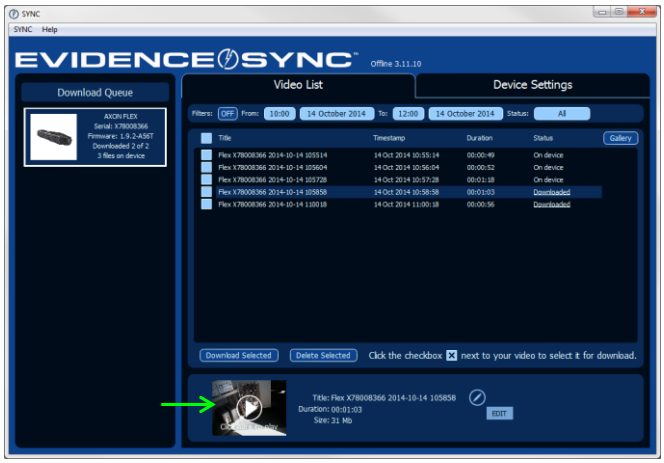


Figure 59

Remove videos from an Axon camera

When an Axon camera's memory is full (has reached its storage limit), the camera will stop recording. To prevent this, you must either upload the videos to Axon Evidence or, if you are in the offline mode, manually remove the videos after downloading them.

1. Perform the *Download Axon videos* procedure.
2. Select the check box next to the videos you want to delete. Downloaded videos will be described as **Downloaded** or **In folder**.
3. Select **Delete Selected**.

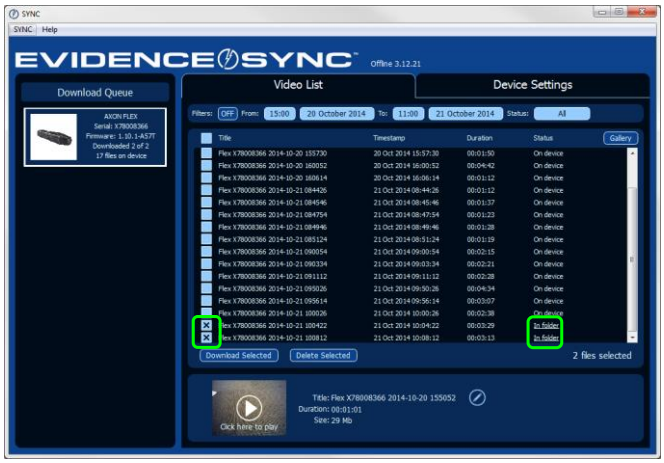


Figure 60

4. Select **OK**.

Figure 61

MDT mode

Load categories

Notes:

- To perform this procedure, you need to be connected to the Internet.
- Your camera's Device Mode must be set to Online for this procedure to work. See *Configure Axon camera and update firmware (online)* in *Chapter 8:* View TASER logs for more information.
- Unlike with online and offline modes, there is no way to remove videos from the camera in MDT mode.
- When an Axon camera's memory is full (has reached its storage limit), the camera will stop recording. To remove videos from the camera, the Evidence Sync software must be in the online mode or offline mode. See *Remove videos from an Axon camera* and *Upload TASER CAM records to Axon Evidence and add categories to videos*.

1. Connect the camera to your computer with the USB cable.
2. Start Evidence Sync.
3. Select **SYNC**, select **Mode**, and then select **MDT**.

4. Select **Load Categories**.

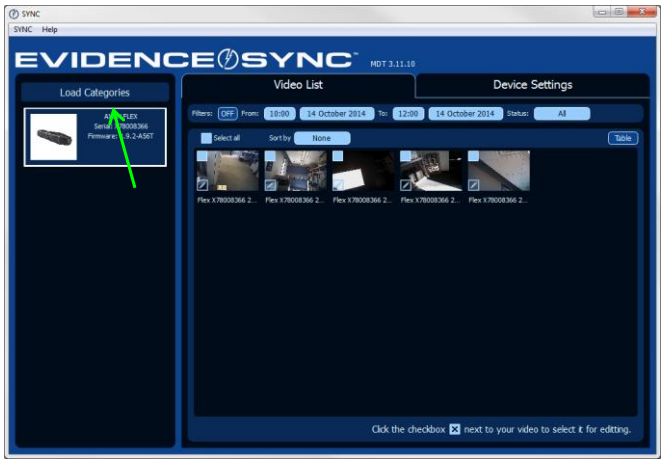


Figure 62

5. In the **Enter agency** field, enter your agency's Axon Evidence domain.

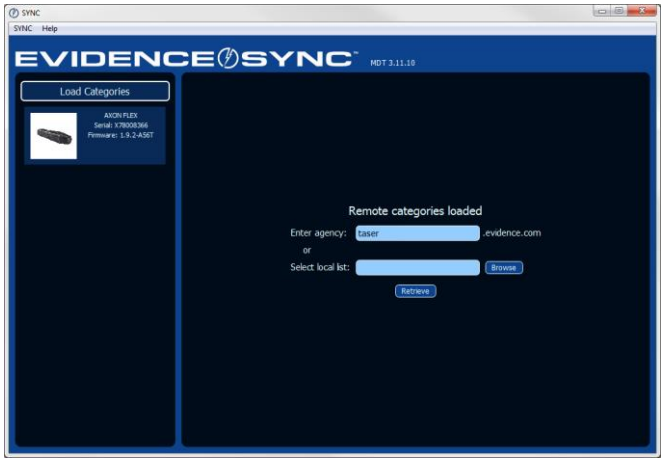


Figure 63

6. Select **Retrieve**.

Add categories

1. Perform the *Load categories* procedure.
2. Select the camera.

3. Select the check box next to the video you want to update and then **Next**.

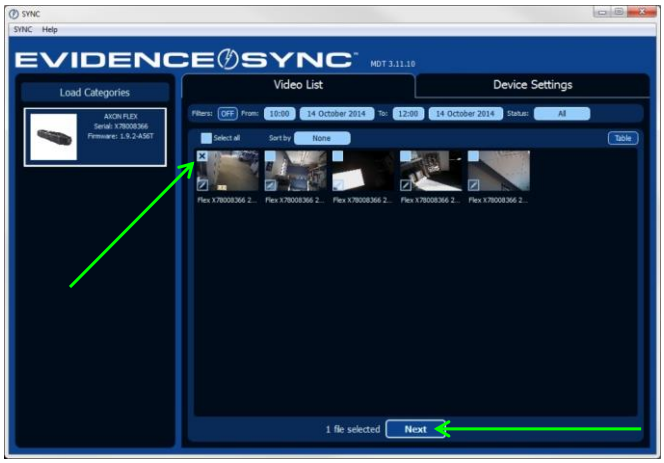


Figure 64

4. Enter the case ID in the **Edit ID** box.
5. In the **Edit Categories** box, select all applicable categories.

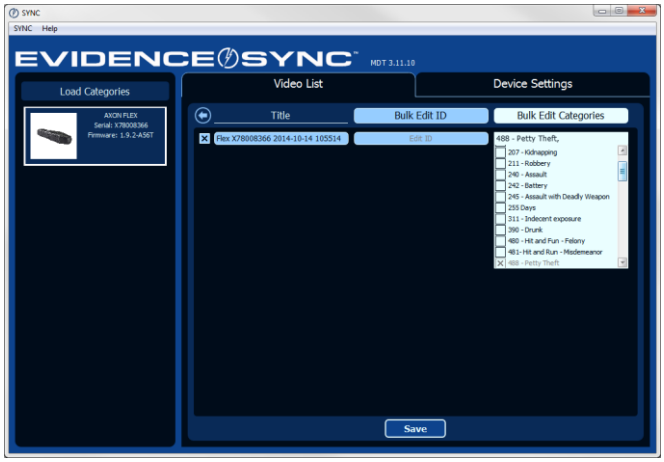


Figure 65

6. Select **Save**.

Chapter 7: Upload other file types to Axon Evidence

Evidence Sync is not limited to files produced by TASER and Axon devices. Use Evidence Sync to add identifying information to any digital file and upload it to Axon Evidence. This procedure only works in online mode.

1. Save the file to your computer.
2. Start Evidence Sync.
3. Enter your agency information and select **Next**. Then enter your User and Password information and select **Sign in** to see the main screen (Figure 66).

Navigation pane
EVIDENCE SYNC
Upload Queue
Devices
Folders
Welcome to EVIDENCE SYNC.
Connect a device and select it from the Device list,
TASER CEW
TASER CAM HD
AXON flex DVR
or select a Folder and choose photos, videos, and other evidentiary files to upload.

Figure 66

Use the icons in the navigation pane to navigate to the file you want to upload.

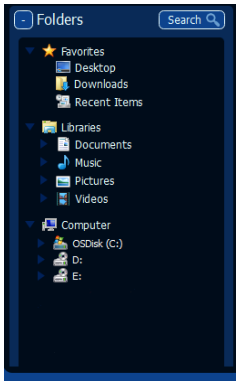


Figure 67

4. Select the files you want to upload, then **Next**.

Figure 68

5. To add details to your file (Figure 69):

   5.a Enter the case ID in the **Edit ID** box.

   5.b In the **Edit Categories** box, use the drop-down menu to select all applicable categories.

   5.c If appropriate, reassign the file.

   5.d Select **Upload**.

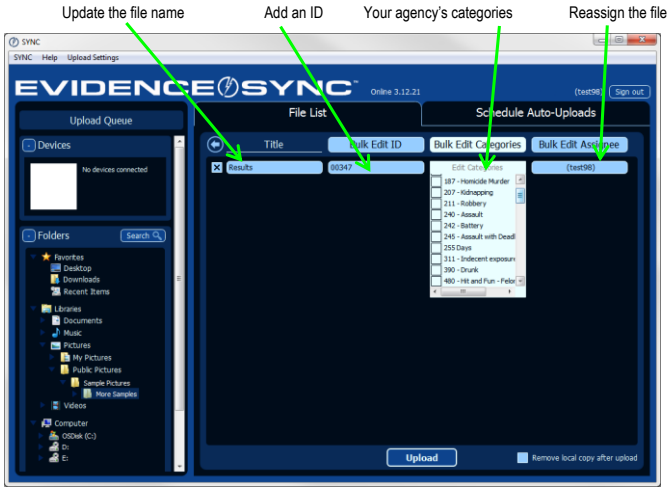


Figure 69

Chapter 8: View TASER logs

Introduction to logs

In online mode, logs upload to Axon Evidence automatically. The specific information displayed depends on the type of device.

Online and offline PDF reports

Logs created with Sync online or offline mode or viewed on Axon Evidence contain minor graphical differences. The content is largely the same. Since event times in PDF reports from X2 and X26P devices are rounded to milliseconds, there may be time discrepancies when adding together time duration from different events.

TASER 7 and 10 do not allow access to logs through Sync in online mode. Access them in Axon Evidence, where the content is also much richer.

TASER 10 does not support offline mode.

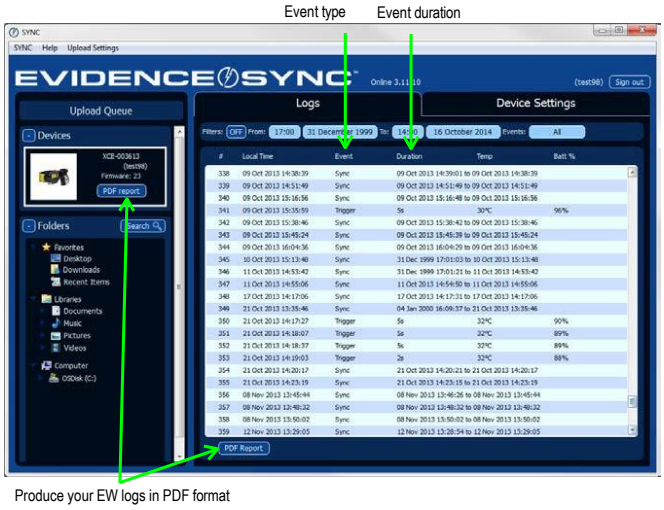


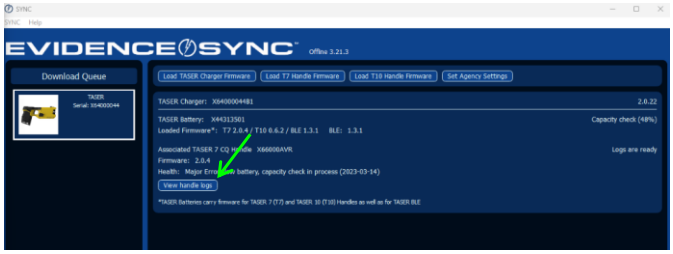
Figure 70 X26 PDF Report

Commented [JB3]: Why delete this? It's not clear to me without it or am I missing something?

Commented [EM4R3]: @Josh Brande If I deleted that, it was accidental; thx for catching.

Commented [JB5]: In online mode, T7 and T10 logs can only be viewed in ECOM.

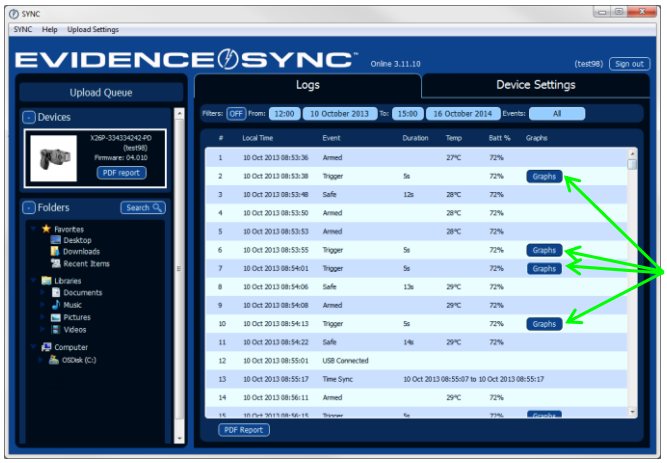
1. To view the PDF report, select **View handle logs**…



2. …and then **PDF Report** at the bottom.

3. To create a pulse graph for X26P or X2, select **Graphs** (TASER 7 and 10 pulse graphs are not available on Sync, either online or offline).

Commented [JB6]: T7 and T10 pulse graphs are never available in Sync (online or offline).



Produce pulse graphs in PDF format for TASER X2 and X26P

Figure 71 Create Pulse Graph

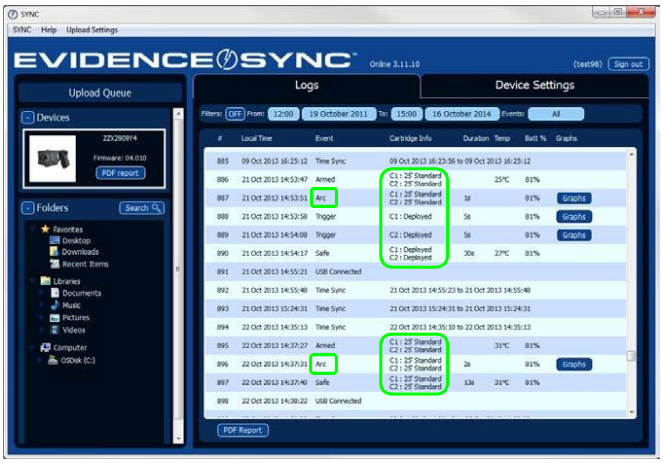


Figure 72 X2 Records

View TASER logs with Evidence Sync (online)

Supported by TASER X2, X26, and X26p.

4. Confirm that the device's safety is down (SAFE).
5. Remove cartridges from the device.
6. Connect the device to your computer with the USB cable or dock.
7. Start Evidence Sync.
8. Enter your agency information and select **Next**. Then enter your User and Password information and select **Sign in**.

View TASER logs with Evidence Sync (offline and MDT)

Supported by TASER X2, X26, X26p, and 7.

1. Confirm that the device's safety is down (SAFE).
2. Remove the cartridges from the device.
3. Connect the device to your computer with the USB cable or dock.
4. Start Evidence Sync.
5. From the **SYNC** menu, select Mode and then **Offline** or **MDT**.
6. View the TASER device data (Figure 78 for offline; Figure 74 for MDT).

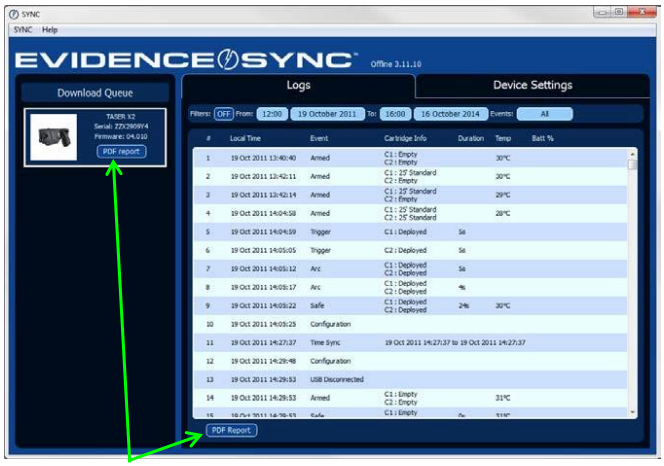
Pulse log information is not available in the offline or MDT mode. In the offline mode, event logs are not uploaded to Axon Evidence; however, you can generate event log PDFs.

Commented [JB7]: This workflow is for X2 and older. T7 + have the battery docked into a bay connected to the computer

Commented [EM8R7]: @Josh Brande We added "or dock" to step 3 (next section too); the X2, X26, and X26P actually plug into a dock, not the battery? Is that device list in heading correct?

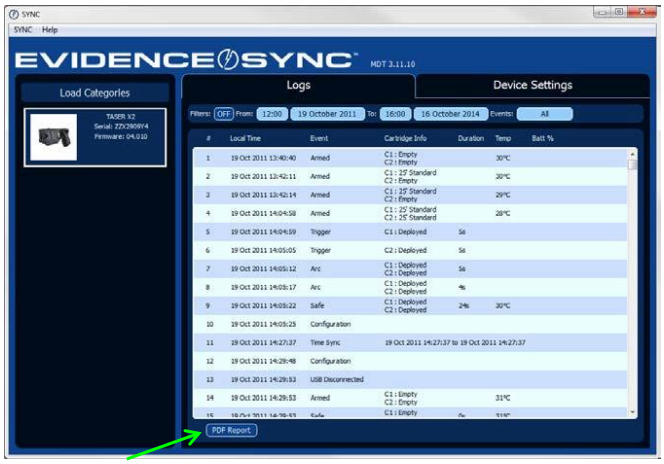
Commented [JB9R7]: X26 and X26p do not have a battery they put in the dock. You actually plug the weapon directly into the computer.

Selecting **PDF Report** will automatically save a PDF copy to your computer.



Produce your EW logs in PDF format

Figure 73 Offline



Produce your EW logs in PDF format

Figure 74 MDT

Send TASER X2, X26P, TASER 7, TASER 7 CQ, or TASER 10 diagnostic logs to Axon (online)

In some situations, Axon will request that you send the TASER device diagnostic logs to Axon for analysis and troubleshooting.

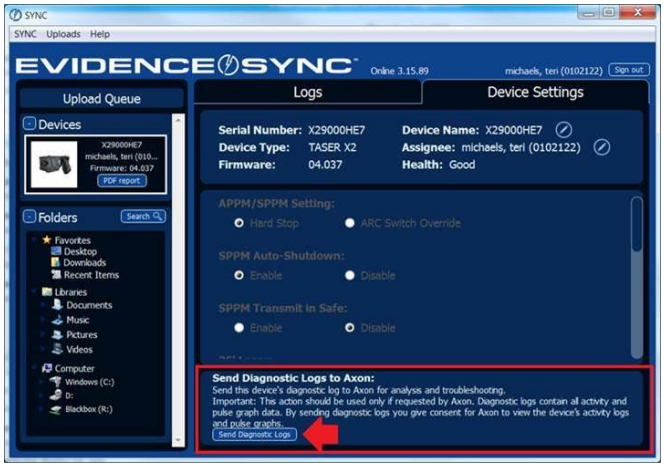
1. Confirm that the device's safety is down (SAFE).
2. Remove the cartridges from the device.
3. Connect the device to your computer with the USB cable.
4. Start Evidence Sync.

Commented [JB10]: This applies to T7 and T10 too.

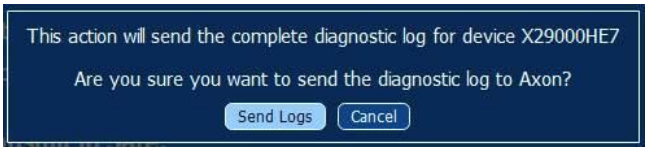
Commented [EM11R10]: @Josh Brande Could we drop refs to 7 CQ and just say 7? Or do you think it's important to distinguish both?

Commented [JB12R10]: I'm good with that.

5. Enter your agency information and select **Next**. Then enter your User and Password information and select **Sign in**.
6. Select **Device Settings**.
7. Select **Send Diagnostic Logs**.



8. Evidence Sync will ask you to confirm sending the logs. Select **Send Logs** to continue.


This action will send the complete diagnostic log for device X29000HE7
Are you sure you want to send the diagnostic log to Axon?
Send Logs
Cancel

9. After the logs are uploaded, disconnect your device.

Chapter 9: Configure TASER CAM recorder, Axon camera, or TASER device

Configure TASER CAM Recorders and update firmware (online)

Notes:

- This procedure illustrates a TASER CAM HD recorder.
- If you are an Administrator, the changes you make to the agency-level device settings will affect all devices in your agency after the devices are connected to Evidence Sync. These settings cannot be changed by someone with non-administrative permissions.
- Your ability to adjust onscreen settings may depend on your user permissions and agency-wide settings.

1. Perform steps 1–7 *Preview TASER CAM HD videos*. If you receive a message that your firmware needs an update, follow the onscreen instructions.
2. Select the **Device Settings** tab.
3. Configure the device as appropriate.[3]

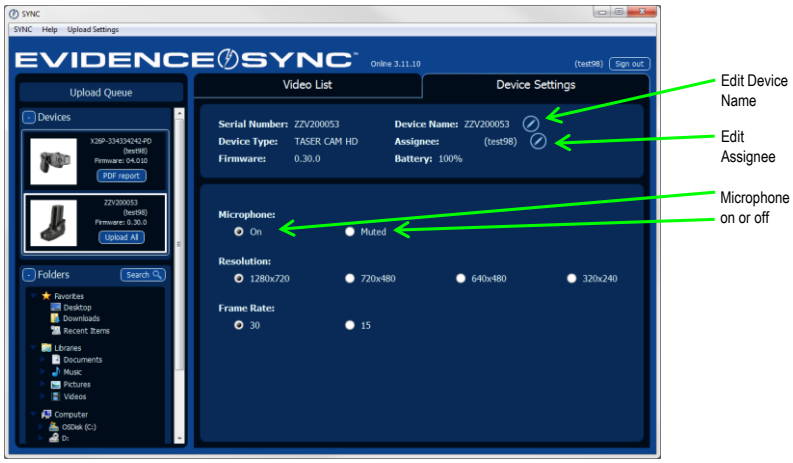


Figure 75

- By default, **Device Name** is the same as the serial number, but you can change it after selecting **Edit** (Figure 76).
- You can change the person to whom the recorder is assigned by updating the **Assignee**.
- Some jurisdictions require the TASER CAM recorder to be video-only (no sound recorded). If your organization operates in such a jurisdiction, select **Muted**. You also can adjust the resolution and frame rate.

[3] Depending on your access level, some options displayed here might not be available.

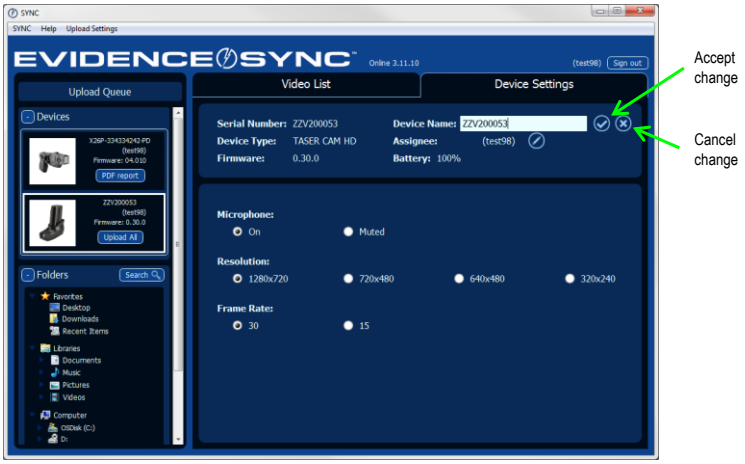


Figure 76

4. Keep the recorder connected to the computer during configuration.
5. After configuration is completed, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.

Configure TASER CAM Recorders and update firmware (offline)

If you have a TASER CAM HD and want to update the firmware in offline mode:

1. Go to the TASER CAM HD Product Guide page on My Axon. Sign into My Axon and look in **Downloads** to see the most recent firmware version and, if needed, download the firmware zip file.

   Alternately, go to the Axon Technical Support Contact page and create a ticket requesting the latest firmware for your device. When you receive the firmware zip file, save it to your computer and unzip the file.
2. Perform steps 1–6 of *Preview TASER CAM videos*.

3. Select **Device Settings**. Some jurisdictions require the TASER CAM recorder to be video-only (no sound recorded). If your organization operates in such a jurisdiction, select the **Muted** option. Optionally, adjust the resolution and frame rate.

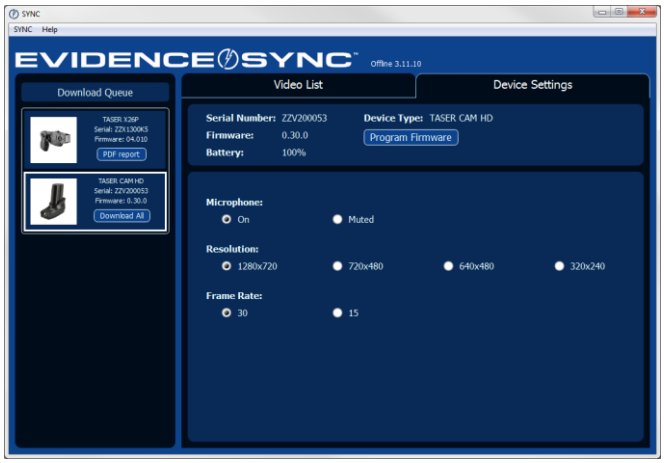


Figure 77

4. To update your firmware, select **Program Firmware**.
5. Find where you saved the unzipped firmware.

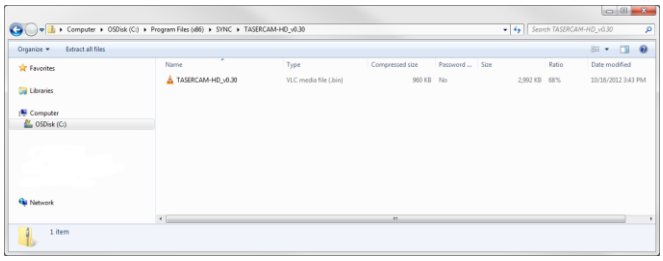


Figure 78

6. Select **Open**.
7. Wait for the system to update your device's firmware.
8. Select **OK**.

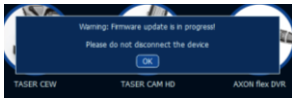


Figure 79

9. Wait for the “Reconnect device to use updated firmware” message.

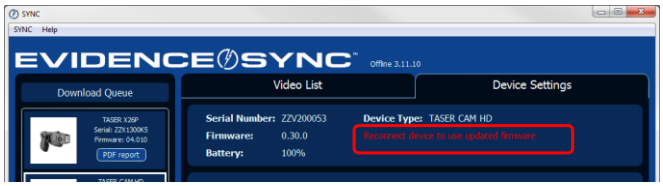


Figure 80

10. Disconnect the recorder and then reconnect it to the computer.

Configure TASER CAM Recorders (MDT)

1. Perform steps 1–6 of *View videos in MDT mode*.
2. Select **Device Settings**. Some jurisdictions require the TASER CAM recorder to be video-only (no sound recorded). If your organization operates in such a jurisdiction, select the **Muted** option. You also can adjust the resolution and frame rate. Resolution and frame rate are adjustable with the TASER CAM HD recorder, but not with the TASER CAM recorder.

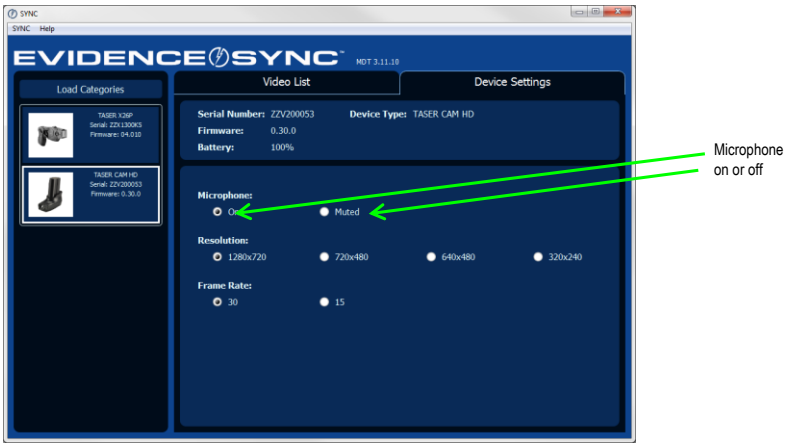


Figure 81

Configure TASER device and update firmware (online)

Depending on your access settings, some of the options described here might not be available to you.

1. TASER 7, 7 CQ, and 10 firmware and settings are automatically copied from Axon Evidence to the battery when it’s connected to Sync using USB. For other models, confirm the TASER device’s safety is down (SAFE).
2. Remove the cartridges from the device.
3. Connect the device to your computer with the USB cable.
4. Start Evidence Sync.
5. Enter your agency information and select **Next**, then enter your User and Password information and select **Sign in**.

If you receive a message that your firmware needs an update, follow the onscreen instructions.

6. Select **Device Settings** (Figure 82).
7. Configure the device, as appropriate.

   Whether you have an X2 (Figure 81), X26 (Figure 82), or X26P TASER device (Figure 83), you can update the **Device Name** and **Assignee**.

   If your TASER device is an X2, you have additional options:

   - Determine whether an Automatic Shut-Down Performance Power (APPM) magazine will stop only trigger-initiated TASER device discharges or both trigger and ARC switch events.
   - Turn the **LASER for 35-foot (10.7 m) Smart Cartridges** on or off.

   If your administrator turns off the upload engineering logs option, we may not be able to troubleshoot your TASER device's data remotely. It may be necessary to return the TASER device to us for troubleshooting.

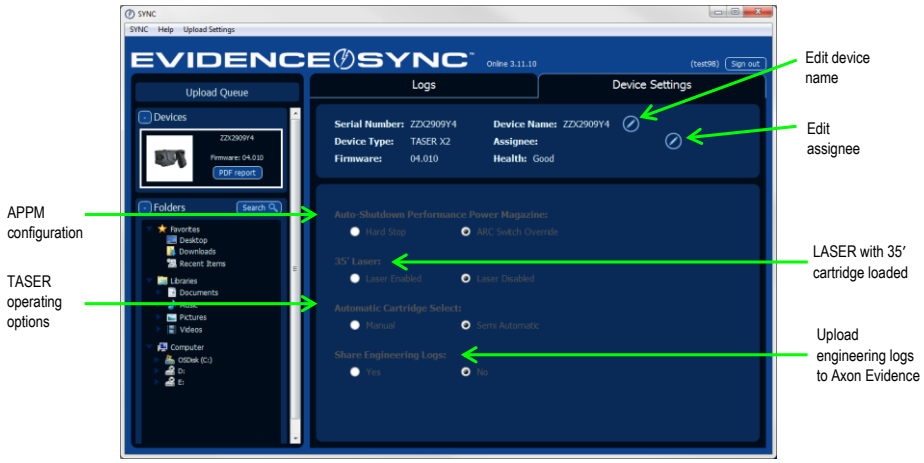


Figure 82 X2 Settings

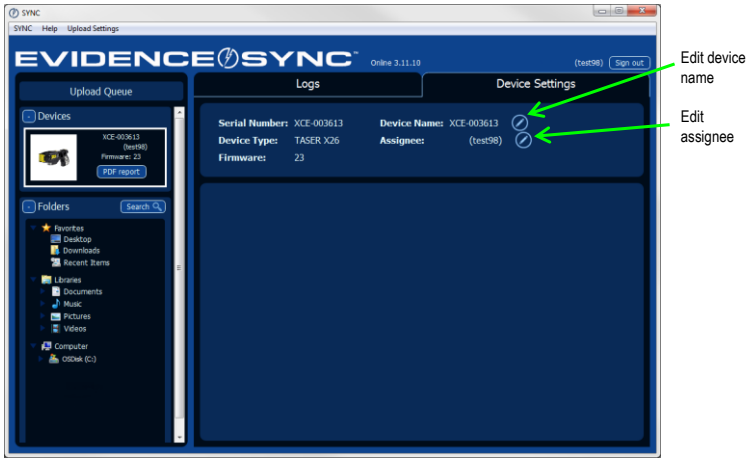


Figure 83 X26 Settings

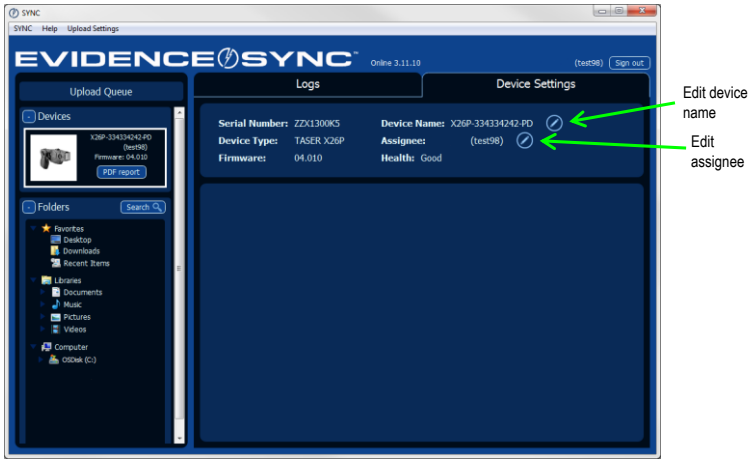


Figure 84 X26P Settings

Configure TASER device and update firmware (offline)

In offline mode, you can view TASER device status. You also can update the firmware of an X2 or X26P TASER device.

If you have a TASER X2, X26P, 7, 7 CQ, or 10 and want to update the firmware in offline mode:

1. Go to the Product Guide page for your device on My Axon.
2. Sign into My Axon and look at the Downloads section to see the most recent firmware version and, if needed, download the firmware zip file.
3. Alternately, go to the Axon Technical Support Contact page and create a ticket requesting the latest firmware for your device. When you receive the firmware zip file, save it to your computer and unzip the file.
4. For TASER X2 or X26P, confirm the device's safety is down (SAFE).

5. Remove the cartridges from the device.
6. Connect the device to your computer with the USB cable.
7. For TASER 7, 7 CQ, and 10, dock the battery as described in Connect TASER 7, 7 CQ, and 10 Battery.
8. Start Evidence Sync.
9. From the **SYNC** menu, select **Mode** and select **Offline**.
10. Select **Device Settings**. The information and options should be the same whether you have an X2 (Figure 85), X26P (Figure 85), or X26 (Figure 86) TASER device.

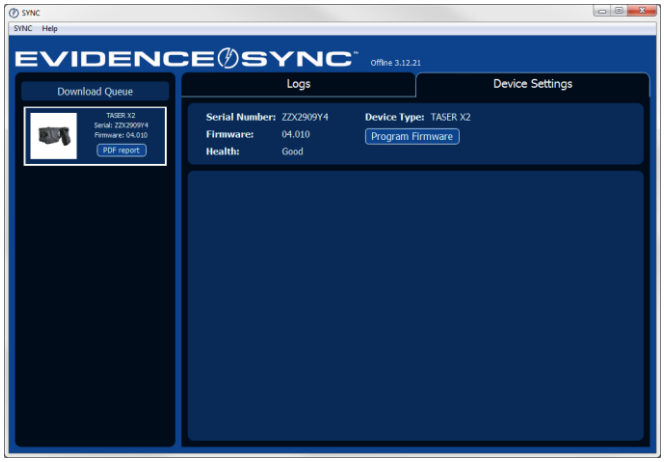


Figure 85 X2 Device Settings

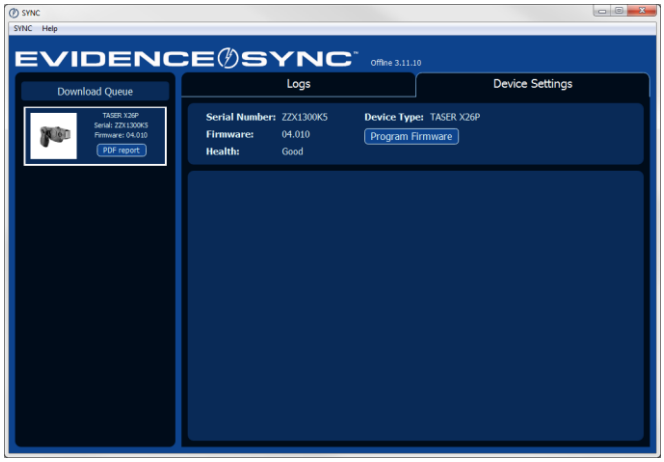


Figure 86 X26P Device Settings

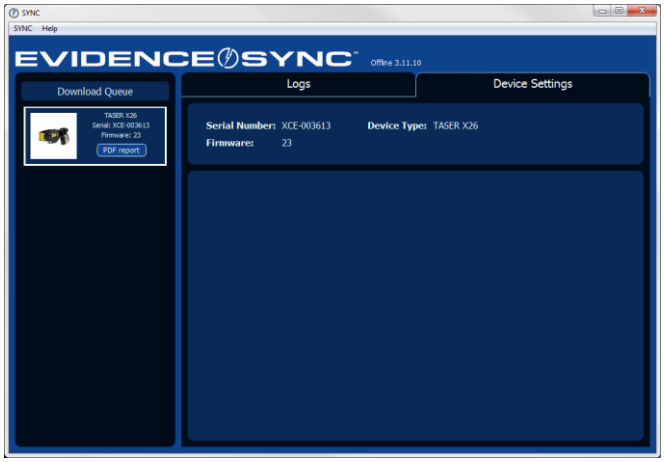


Figure 87 X26 Device Settings

Figure 90 (a) – TASER 7 Device Settings

Figure 90 (a) – TASER 7 CQ Device Settings

11. To update your TASER device firmware, select **Program Firmware**.
12. Find the firmware you downloaded in Step 2.

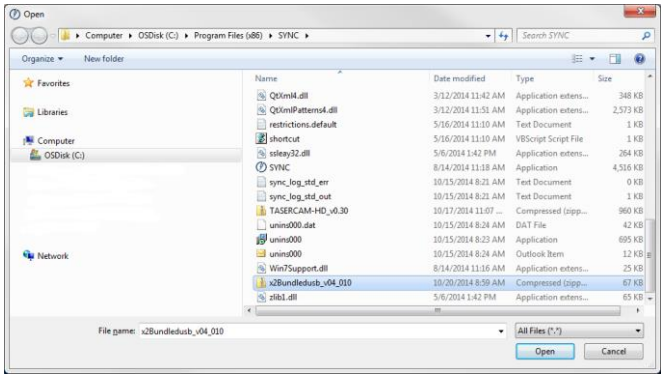


Figure 88

13. Select **Open**.

14. Wait for the system to update your TASER device's firmware.

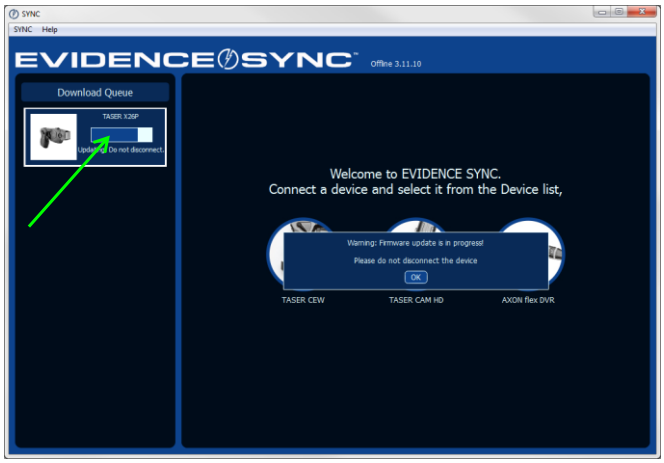


Figure 89

Configure Axon camera and update firmware (online)

Notes:

- If you are an Administrator, the changes you make to the agency-level device settings will affect all devices in your agency after the devices are connected to Evidence Sync. These settings cannot be changed by someone with non-administrative permissions.
- Depending on your access settings, some of the options described here might not be available to you.

1. Connect the camera to your computer with the USB cable.
2. Start Evidence Sync.
3. Enter your agency information and select **Next**. Enter your User and Password information and select **Sign in**.

   If you receive a message that your firmware needs an update (Figure 90), follow the onscreen instructions.

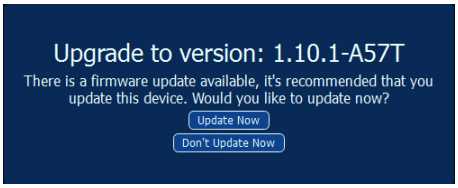

Upgrade to version: 1.10.1-A57T
There is a firmware update available, it's recommended that you update this device. Would you like to update now?
Update Now
Don't Update Now

Figure 90

4. Select the **Device Settings** tab.
5. Configure the device as appropriate:

   By default, the **Device Name** is the same as the serial number, but you can change it after selecting **Edit** . You also can change the person to whom the recorder is assigned by updating the **Assignee** box.

   The device can be set to operate in online or offline mode.

By default, the Axon Flex cameras are intended to be worn on the right side. If you intend to wear your camera on the left side, select the **Mounted on left** option or the video might be recorded upside-down. This setting is not available for the Axon Body camera.

Some jurisdictions require the Axon camera to be video-only (no sound recorded). If your organization operates in such a jurisdiction, select the **Muted** option.

Axon cameras are shipped with the balanced video quality option to give you the best combination of image quality and recording time. Agency Administrators can change the setting to Better Quality or Faster Upload.

Axon cameras have a pre-event buffer in which a set amount of footage is recorded before the EVENT button is pressed is saved. This feature is intended to capture important events that occurred before camera recording is activated. If necessary, this feature can be turned off. For Axon Body and Axon Flex cameras, the pre-event buffer is 30 seconds. For Axon Body 2 and Axon Flex 2 cameras with firmware version 1.9 or later, the pre-event buffer can be set in 30-second increments for up to 120 seconds (two minutes).

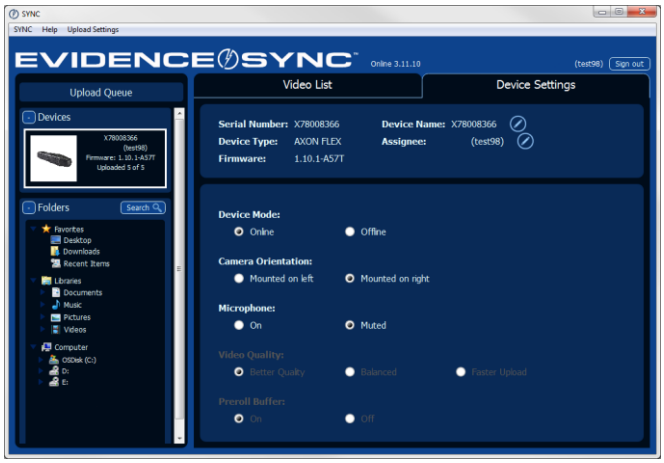


Figure 91 Axon Flex Settings

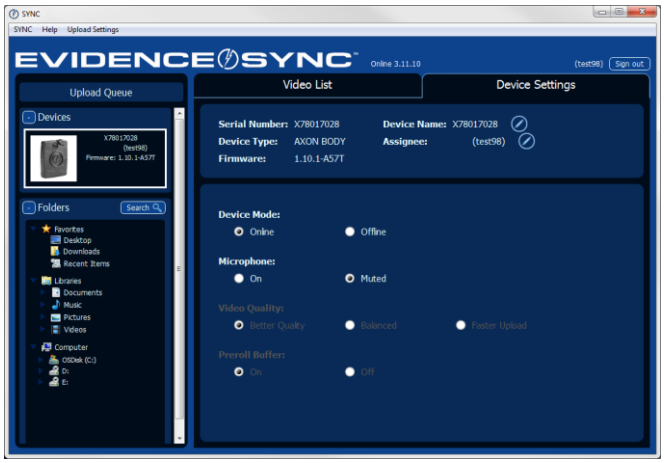


Figure 92 Axon Body Settings

Figure 93 Axon Body 2 Settings

Configure Axon camera and update firmware (offline and MDT)

The Program Firmware feature is not available in the MDT mode. You must be in online or offline mode to update your camera's firmware.

You can determine the latest firmware version for your device on the myAxon Product Guide page for the device in the Downloads section. If you have a myAxon login, you can login and download the firmware file.

Alternately, go to the Axon Technical Support Contact page and Create a Ticket requesting the latest firmware for your device. When you receive the firmware zip file, save it to your computer and unzip the file.

If you have an Axon camera and want to update the firmware in offline mode:

1. Connect the camera to your computer with the USB cable.
2. Start Evidence Sync.
3. Select the **Device Settings** tab.
4. Select **SYNC**, select **Mode**, and then select **Offline** or **MDT**.
5. Configure the device as appropriate. Your options are similar to those described in *Configure Axon camera and update firmware (online)*. However, in offline mode, the devices have no

device name or assignee. In MDT mode, you may be limited to changing the camera orientation.

Figure 94 Axon Flex Settings

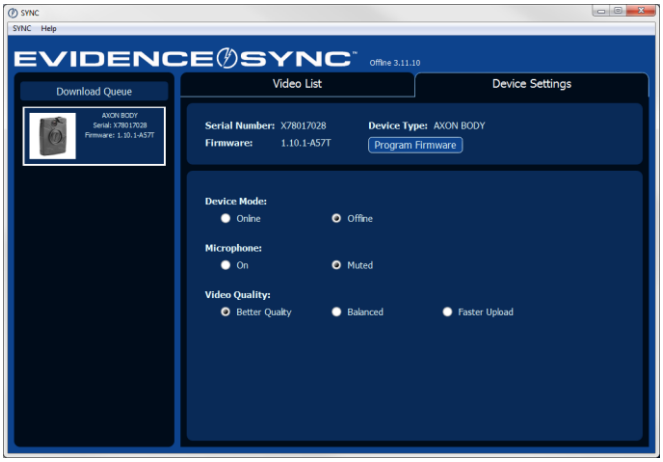


Figure 95 Axon Body Settings

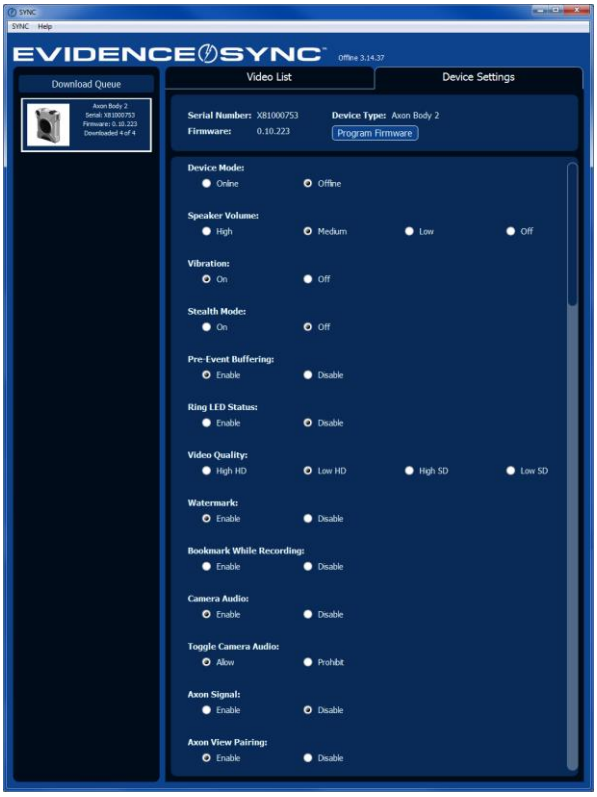


Figure 96 Axon Body 2 Settings

6. Select **Program Firmware**. The Program Firmware feature is not available in the MDT mode. You will therefore need to be in online or offline mode to update your camera's firmware.
7. Find the firmware you downloaded in Step 2.

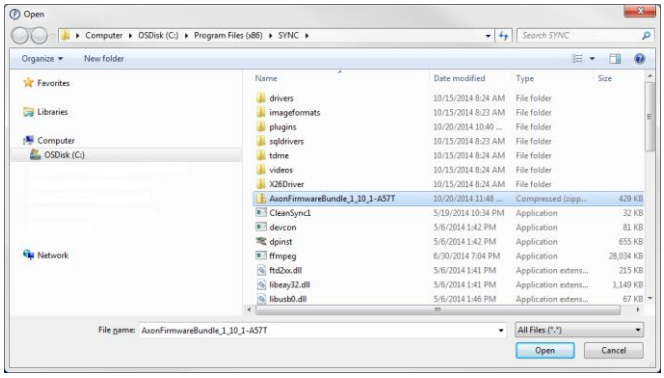


Figure 97

8. Select **Open**.

Commented [EM13]: @Josh Brande Is this referring to Step 2 in the previous section, or was the zip download step omitted?

Commented [JB14R13]: Seems omitted

9. Wait for your camera's firmware to update.

Axon Body 2 and Axon Flex 2 device settings reference

Below is a summary of device settings available for Axon Body 2 and Axon Flex 2 cameras, including whether the setting can be configured in Online, Offline, and MDT Mode.

Setting	Description	Online	Offline	MDT
Device Mode	Controls whether the camera is in online or offline mode.	●	●	
Speaker Volume	Controls how loudly the camera beeps.	●	●	●
Vibration	Whether the camera uses vibrations to communicate operations to the camera user.	●	●	●
Stealth Mode	Controls whether the Axon Body 2 camera emits light, sound, and haptic feedback (vibrations) when it is switched on or off, and when a user starts or stops recording. When Stealth Mode is enabled, all lights, sounds and vibrations are turned off; this will also disable Ring LED Status regardless of the Ring LED Status below.	●	●	●
Indicator Lights	Controls the visible indication of the recording status on the front of the camera using the battery LED. During pre-event buffering the light will blink green. During recording the light will blink red. Stealth Mode must be disabled for this setting to be enabled.	●	●	●
Pre-Event Buffering	Controls whether the camera buffers video, enabling the camera to record what occurred prior to the camera user starting a recording. The setting options are: 10 seconds, 30 seconds, 60 seconds, 90 seconds, 120 seconds (not available if video quality is set to High HD), and Disabled.		●	
Ring LED Status	Controls the visible indication of the system status on the front of the camera. Bright LED lights from the ring on the front of the camera indicate the camera status. Users can check on the camera status while the device is turned on. Stealth Mode must be disabled for this setting to be enabled.		●	
Video Quality	Controls the video quality that the camera records in. Higher quality videos will take up more storage space. For the best balance of quality and storage space, it is recommended that the camera records in LOW HD.		●	
Watermark	Controls whether a permanent watermark appears in the upper right corner of all videos recorded with the camera. The watermark displays the date, time, and camera serial number for the duration of the video.		●	
Bookmark While Recording	Controls whether the camera user can press a button that leaves a bookmark on a video while the camera is recording. The button is located on the top of the camera. You can use this function to quickly note the time of a memorable incident while the camera is recording. The bookmark will be visible when you view the video on Axon Evidence.		●	
Camera Audio	Controls whether the camera records audio while recording video.		●	

Setting	Description	Online	Offline	MDT
Toggle Camera Audio	Controls whether the camera user can turn the camera audio ON or OFF while recording an event.		●	
Pre-Events Buffering Audio	Controls whether audio is recorded as part of pre-event buffering.		●	
Axon Signal	Controls whether Axon Signal can instruct the camera to start recording. Enabling this feature will turn on Bluetooth Low Energy (BLE) Central mode.		●	
Axon View Pairing	Controls whether the camera can pair with the Axon View mobile app. Enabling this feature will turn on Bluetooth Low Energy (BLE) Peripheral mode and Wi-Fi.		●	
Axon View Login	Controls whether Axon View login is required.		●	

Axon Body device settings reference

Below is a summary of device settings available for Axon Body cameras, including whether the setting can be configured in Online, Offline, and MDT Mode.

Setting	Description	Online	Offline	MDT
Device Mode	Controls whether the camera is in online or offline mode.	●	●	
Microphone	Controls whether the Axon Body camera records audio while recording video.	●	●	
Video Quality	Controls the video quality that the Axon Body camera records in. Better quality videos will take up more storage space. For the best balance of quality and storage space, it is recommended that the camera records in Balanced mode.		●	
Preroll Buffering	Controls whether the camera buffers video, enabling the camera to record what occurred up to 30 seconds prior to the camera user starting a recording.		●	

Axon Flex Device settings reference

Below is a summary of device settings available for Axon Body cameras, including whether the setting can be configured in Online, Offline, and MDT Mode.

Setting	Description	Online	Offline	MDT
Device Mode	Controls whether the camera is in online or offline mode.	●	●	
Camera Orientation	Indicates whether the user intends to mount the Axon Flex camera on the right side or left side of the user's body.	●	●	
Microphone	Controls whether the Axon Body camera records audio while recording video.	●	●	
Video Quality	Controls the video quality that the Axon Body camera records in. Better quality videos will take up more storage space. For the best balance of quality and storage space, it is recommended that the camera records in Balanced mode.		●	

Setting	Description	Online	Offline	MDT
Preroll Buffering	Controls whether the camera buffers video, enabling the camera to record what occurred up to 30 seconds prior to the camera user starting a recording.		●	

Chapter 10: Filter records

Evidence Sync filtering tools enable you to reduce the information displayed onscreen. This helps if you need to find specific date and time records.

Filter TASER device logs

This procedure shows the steps for online mode and includes entering sign in information. Except for sign in, the steps will be the same in offline and MDT modes.

1. Confirm that the device's safety is down (SAFE).
2. Remove cartridges from the device.
3. Connect the device to your computer with the USB cable.
4. Start Evidence Sync.
5. Enter your agency information and select **Next**.
6. Enter your User and Password information and select **Sign in**. The following figures show different ways to filter records.

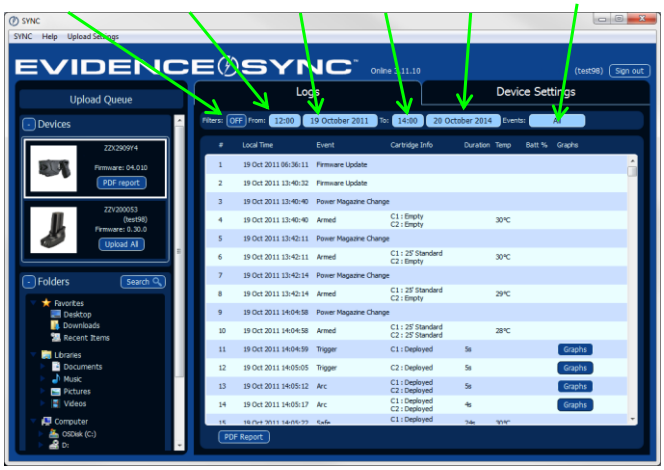


Figure 98

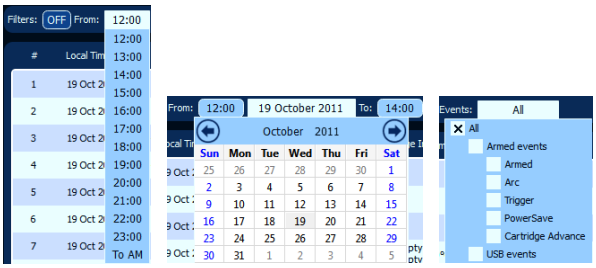


Figure 99 Filter by Start Time, Start Date, or Event (left to right)

Commented [EM15]: @Josh Brande The sections that follow are highly repetitive; would you like to take a crack at what from the other sections needs to be brought into this first one (Filter TASER device logs) to address all in one?

Commented [JB16R15]: What is your recommendation?

7. Select your start time, start date, end time, end date, and event type. You can quickly specify the month and year; no need to scroll through multiple months.

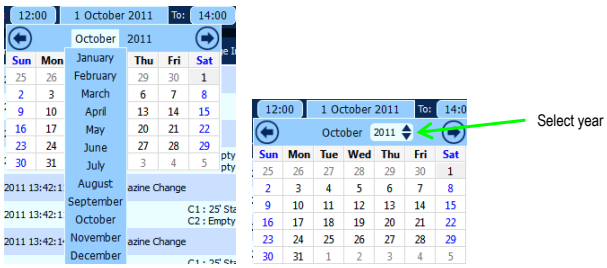


Figure 100

8. Filter events as needed.
9. Select the **ON** button to turn filters on. The information displayed is narrowed to your requirements. As shown below, the information displayed is within a specified date and time range and includes only armed events (USB events are hidden).

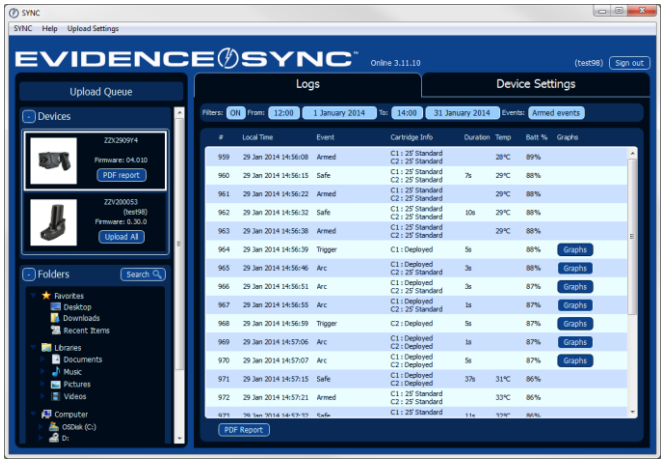


Figure 101

Filter TASER CAM videos

This procedure shows the steps for online mode and includes entering sign in information. Except for sign in, the steps will be the same in offline and MDT modes.

1. Confirm that the device's safety is down (SAFE). DO NOT shift the TASER device's safety switch to up (ARMED) while the TASER CAM recorder is connected to the computer.
2. Remove cartridges from the device.
3. Connect the device to your computer with the USB cable. The LED status indicator on the TASER CAM HD recorder will flash green, then red. If you are using a TASER CAM recorder with an X26 TASER device, a "U" displays on the CID when the TASER CAM recorder is plugged into a computer. While the recorder is plugged into the computer, the CID will display the battery percentage, followed by a letter U, and then a blank screen.
4. Start Evidence Sync.

5. Enter your agency information and select **Next**.
6. Enter your User and Password information and select **Sign in**.
7. Select the recorder. The following figures show different ways to filter records.

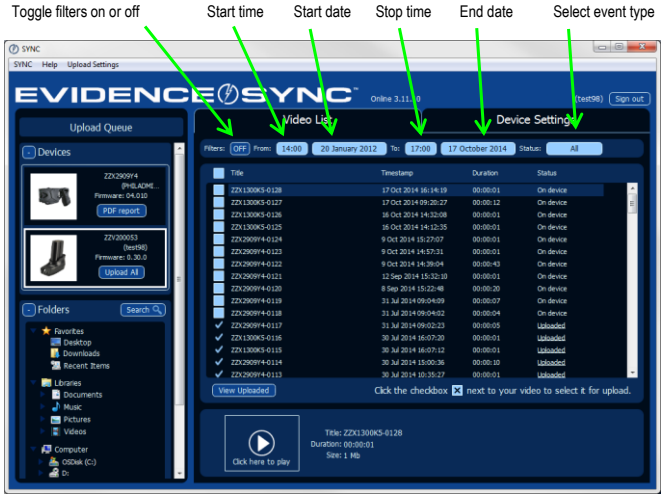


Figure 102

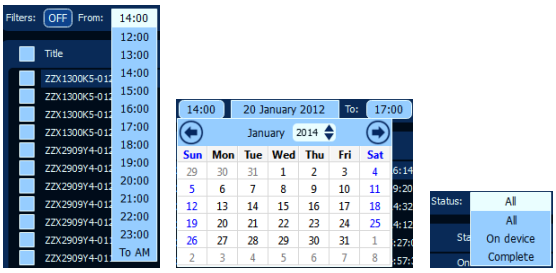


Figure 103 Filter by Start Time, Start Date, or Status (left to right)

8. Select your start time, start date, end time, end date, and event type. You can quickly specify the month and year; no need to scroll through multiple months.

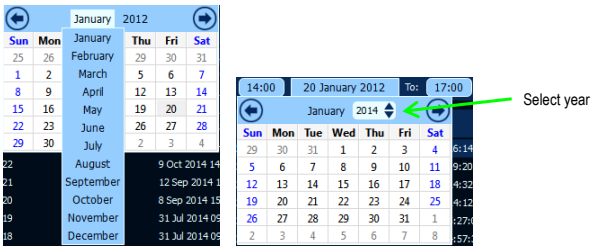


Figure 104

9. From the **Status** menu select whether to display all videos, videos that are on the device (**On device**) or videos that have been transferred (**Complete**).

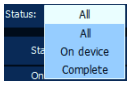


Figure 105

10. Select **ON** to turn the filter on. The information displayed is narrowed to your requirements. In Figure 106, the information displayed is within a specified date and time range.

Figure 106

11. Keep the recorder connected to the computer during this procedure.
12. After you are done looking at the records, unplug the cable from the recorder. After unplugging the cable from the recorder, remember to replace the dataport plug on the recorder to prevent damage from any debris or moisture.

Filter Axon videos

This procedure shows the steps for online mode and includes entering sign-in information. Except for sign-in, the steps will be the same in offline and MDT modes.

1. Connect the camera to your computer with the USB cable.
2. Start Evidence Sync.
3. Enter your agency information and select **Next**.

4. Enter your User and Password information and select **Sign in**. The following figures show different ways to filter records.

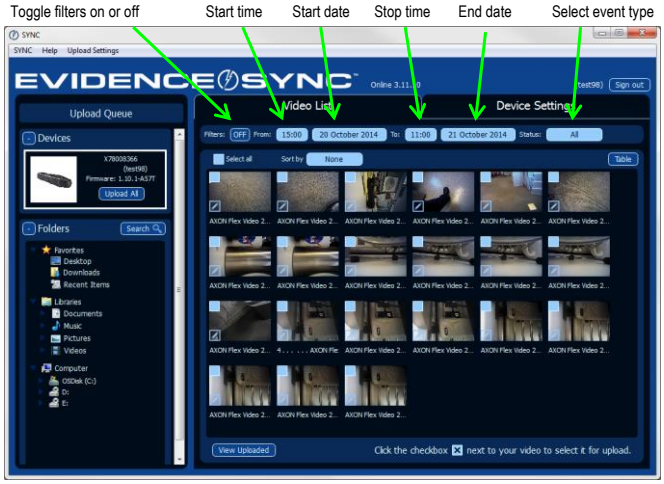


Figure 107

Figure 108 Filter by Start Time, Start Date, or Status (left to right)

5. Select your start time, start date, end time, and end date. You can quickly specify the month and year; no need to scroll through multiple months.

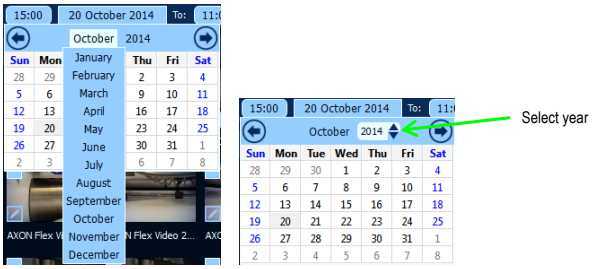


Figure 109

6. From the Status menu, select whether to display videos that are on the device (**On device**) or videos that have been transferred (**Complete**) or all of them.

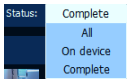


Figure 110

7. Select **ON** to turn the filters on. The information is narrowed to your requirements.

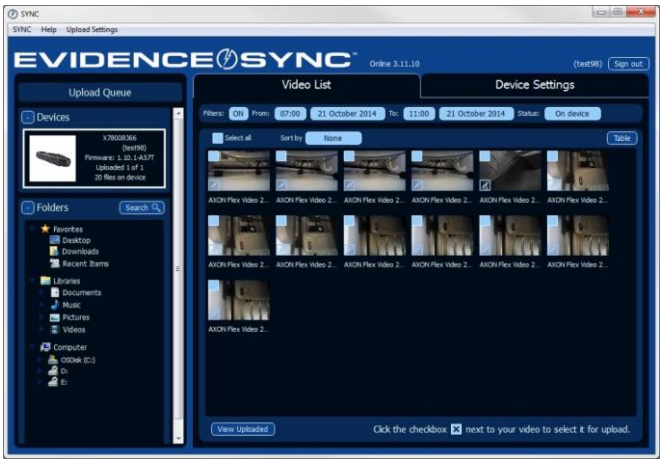
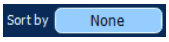


Figure 111

Sort Axon videos

This is a different process than that described in *Filter Axon videos*. Filtering excludes videos from the view based on criteria. Sorting videos places them in order.

This procedure shows the steps for online mode and includes entering sign in information. Except for sign in, the steps will be the same in offline and MDT modes.

1. Connect the camera to your computer with the USB cable.
2. Start Evidence Sync.
3. Enter your agency information and select **Next**.
4. Enter your User and Password information and select **Sign in**.
5. Select the button next to **Sort by** 

and select your criteria.

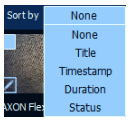


Figure 112

Chapter 11: Connect multiple devices

If your hardware allows it, you can connect multiple devices to Evidence Sync at once. There are several ways to do this:

- Use more than one USB port on your computer.
- Attach Axon Dock individual bays or an Axon Dock 6-bay to your computer. This approach enables you to connect multiple Axon cameras to your computer.

Figure 113 shows an Axon Flex camera, two TASER devices, and a TASER CAM HD recorder connected to the same computer. The camera is selected. The thinner border around the X2 TASER device and TASER CAM HD recorder indicates these two devices are attached. Although Figure 113 depicts Evidence Sync in online mode, you can connect multiple devices in offline and MDT mode.

To process any device through Evidence Sync, select the device and follow the appropriate procedures in this manual.

Figure 113